

Figure 1: How Total Travel Cost Management (TTCM) Works

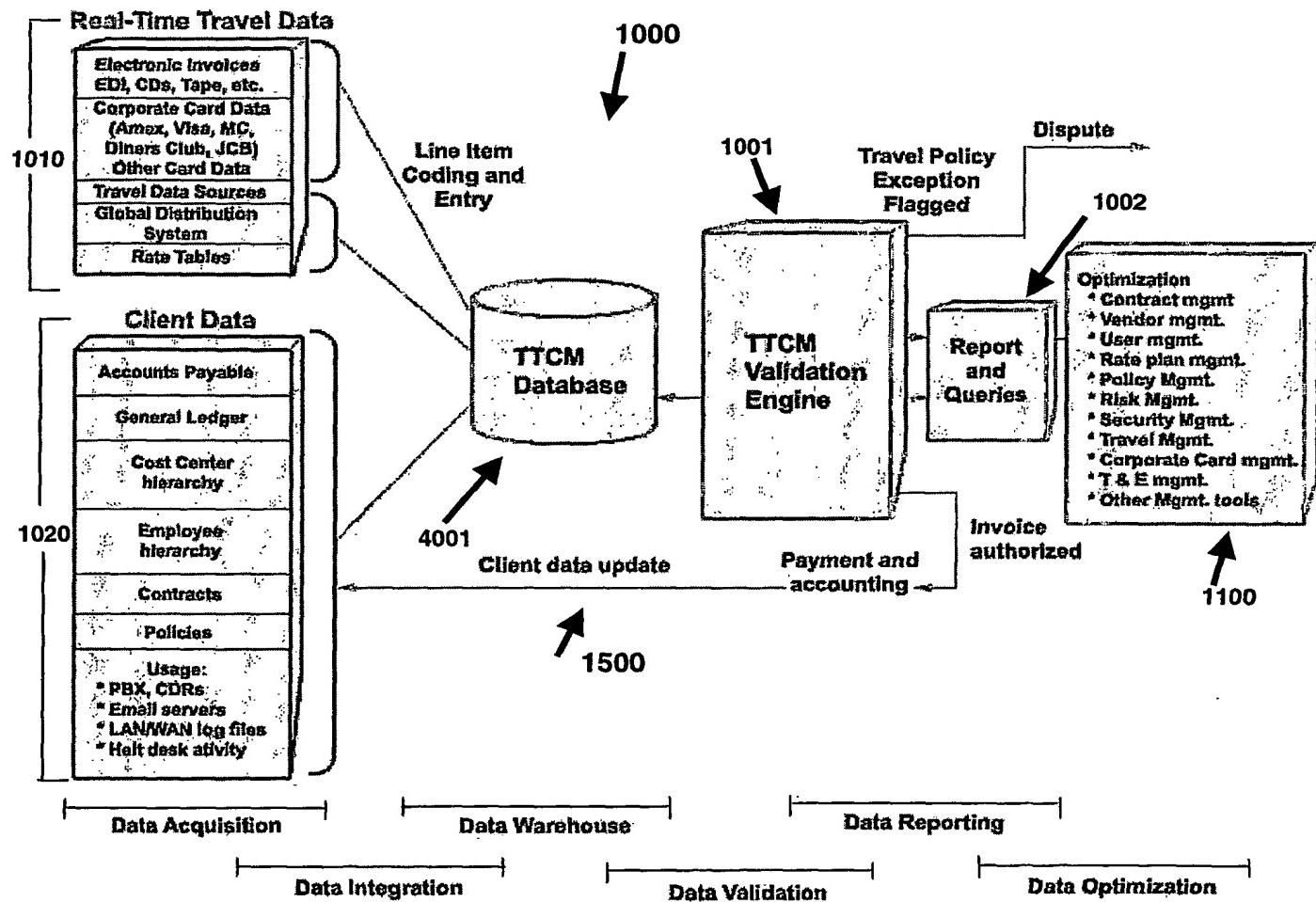


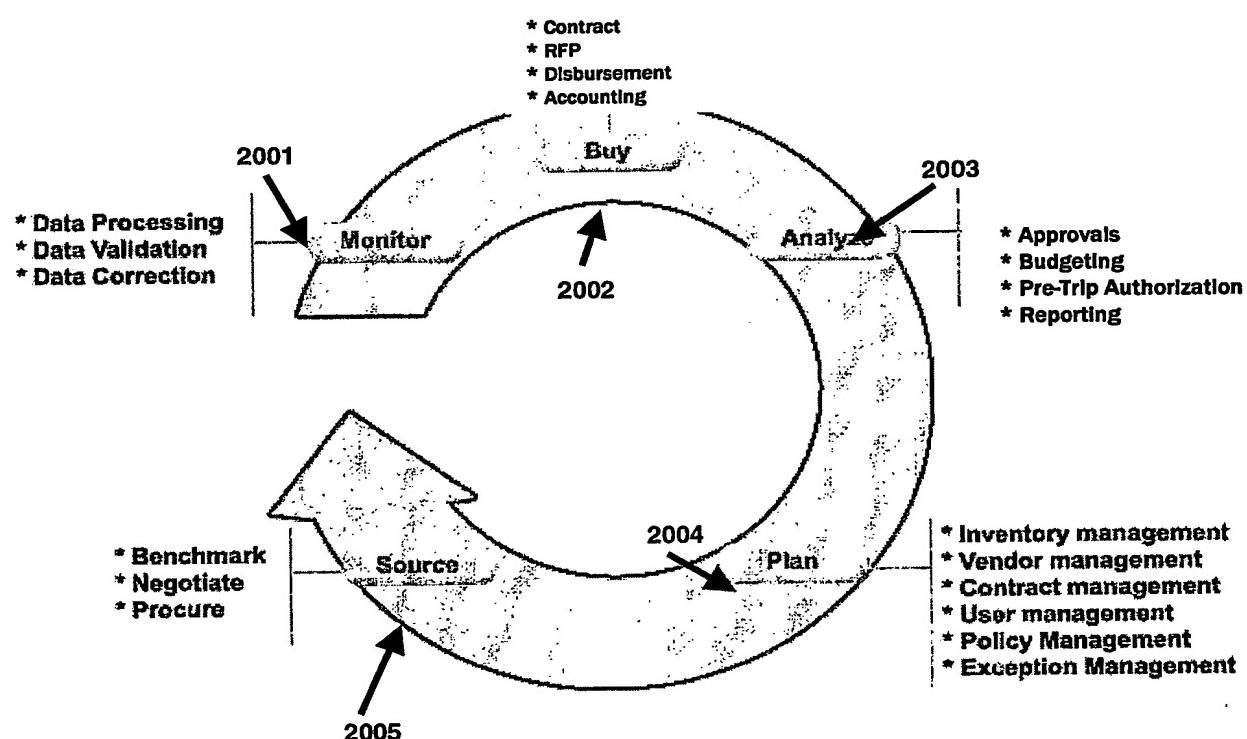
Figure2: Total Travel Cost Management (TTCM) Service Lifecycle

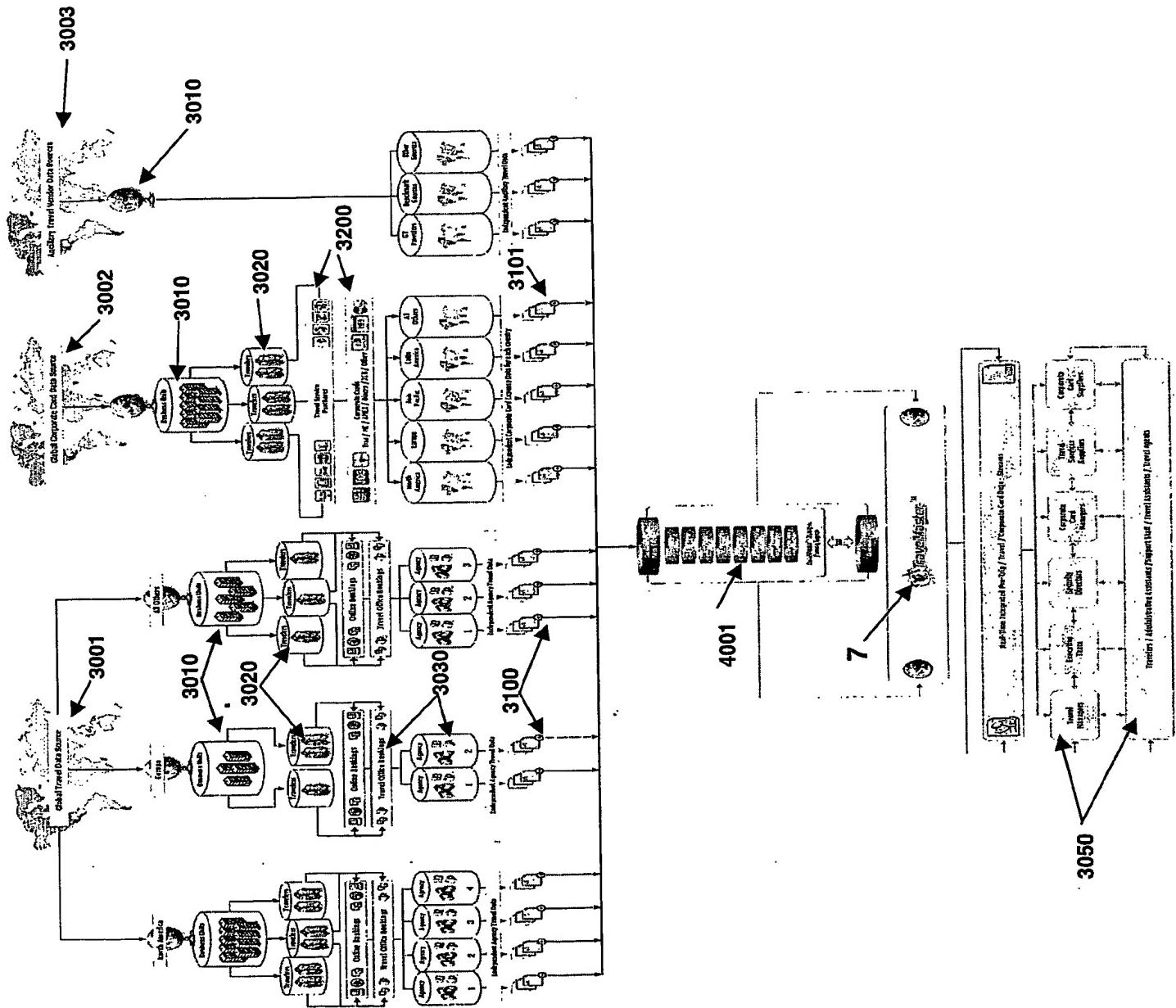
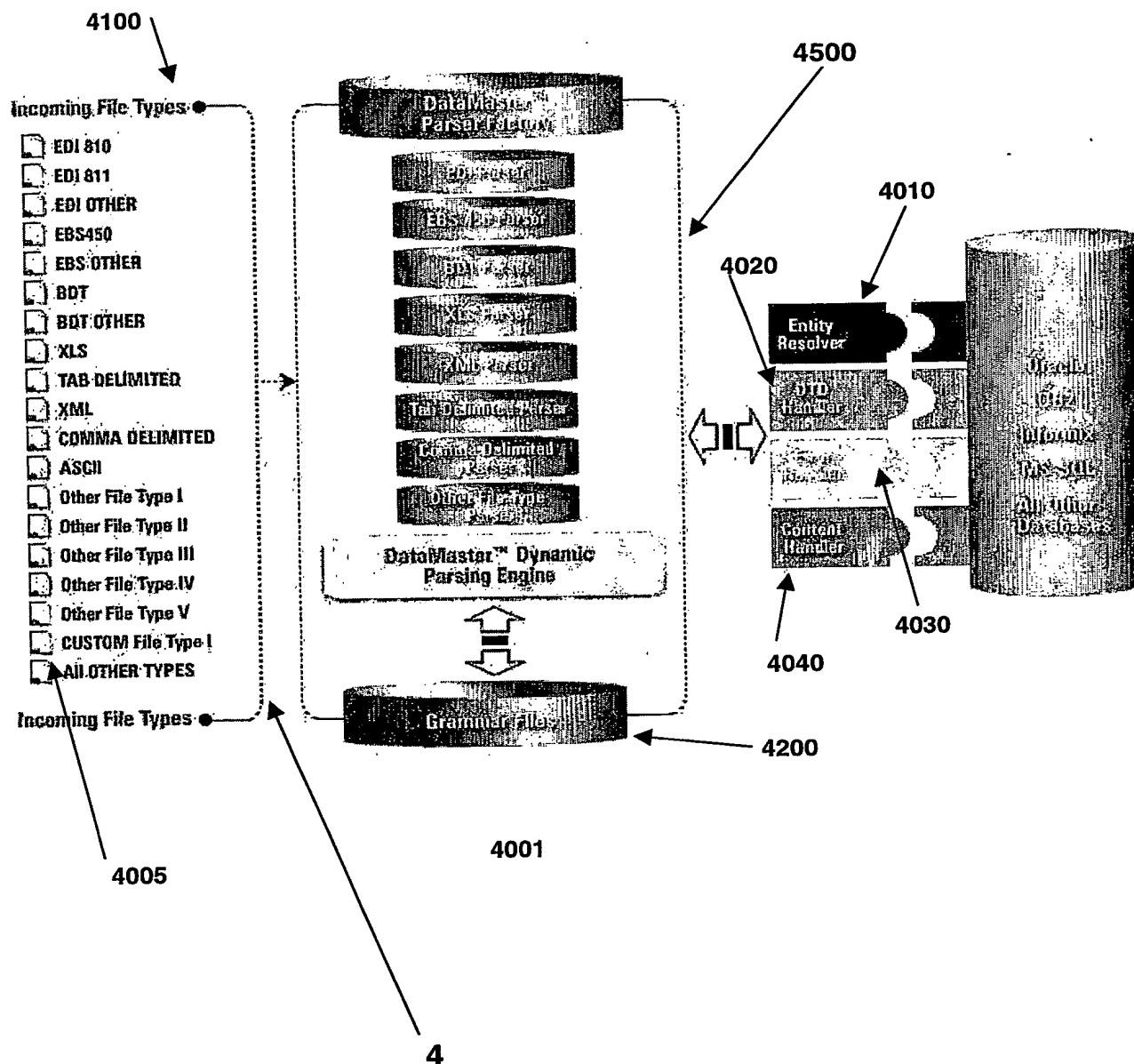
Figure 3

Figure 4

5010

5000

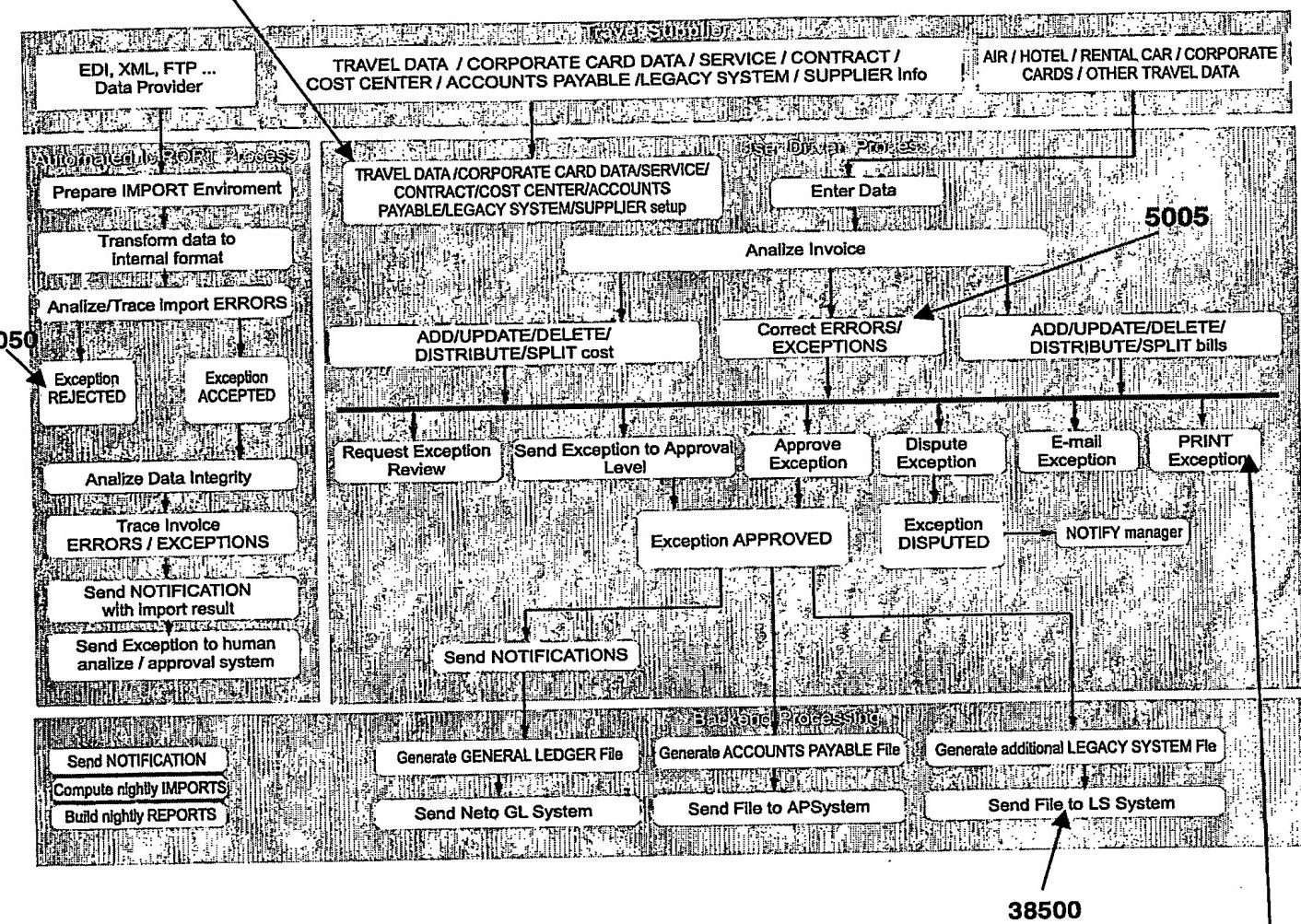
Figure 5

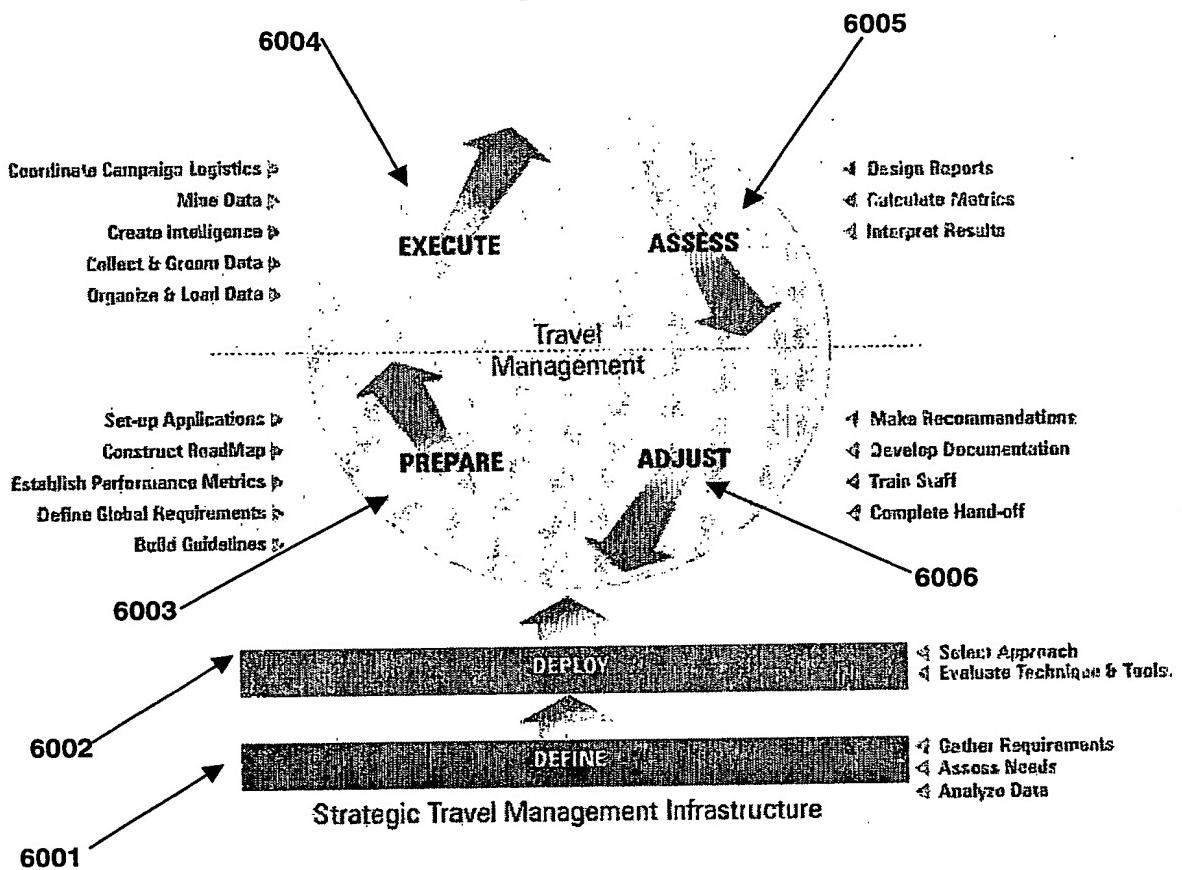
Figure 6

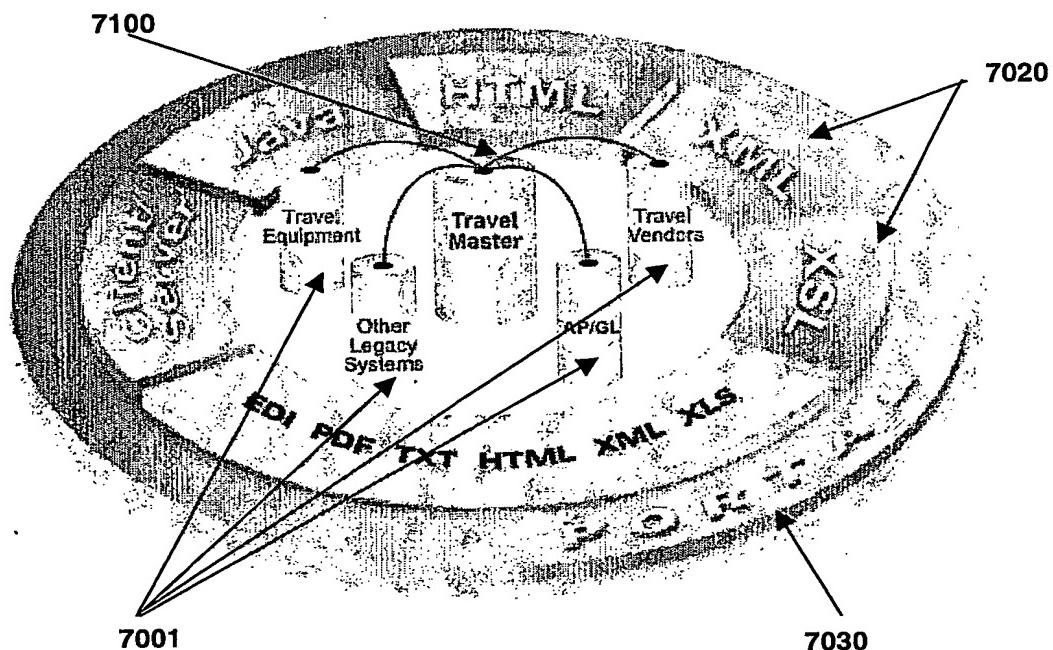
Figure 7**Open Application Architecture**

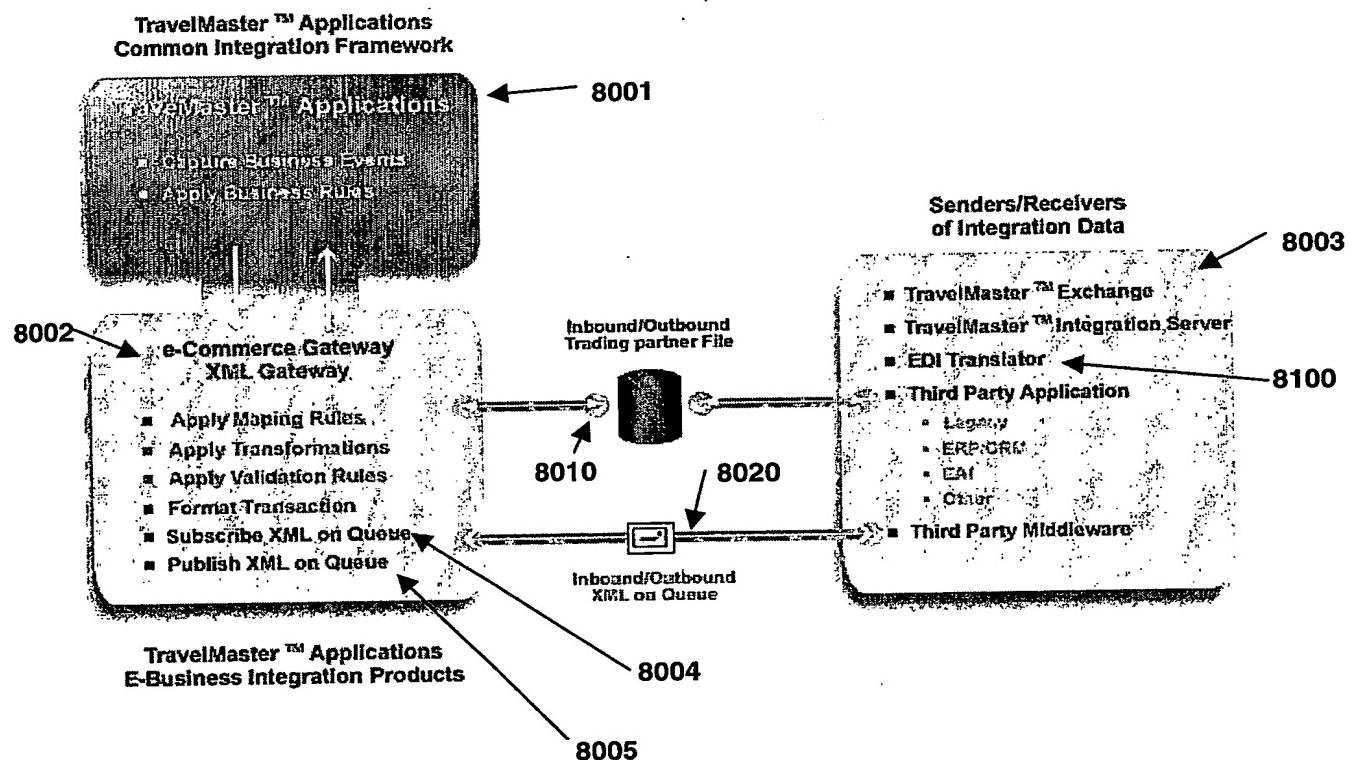
FIGURE 8

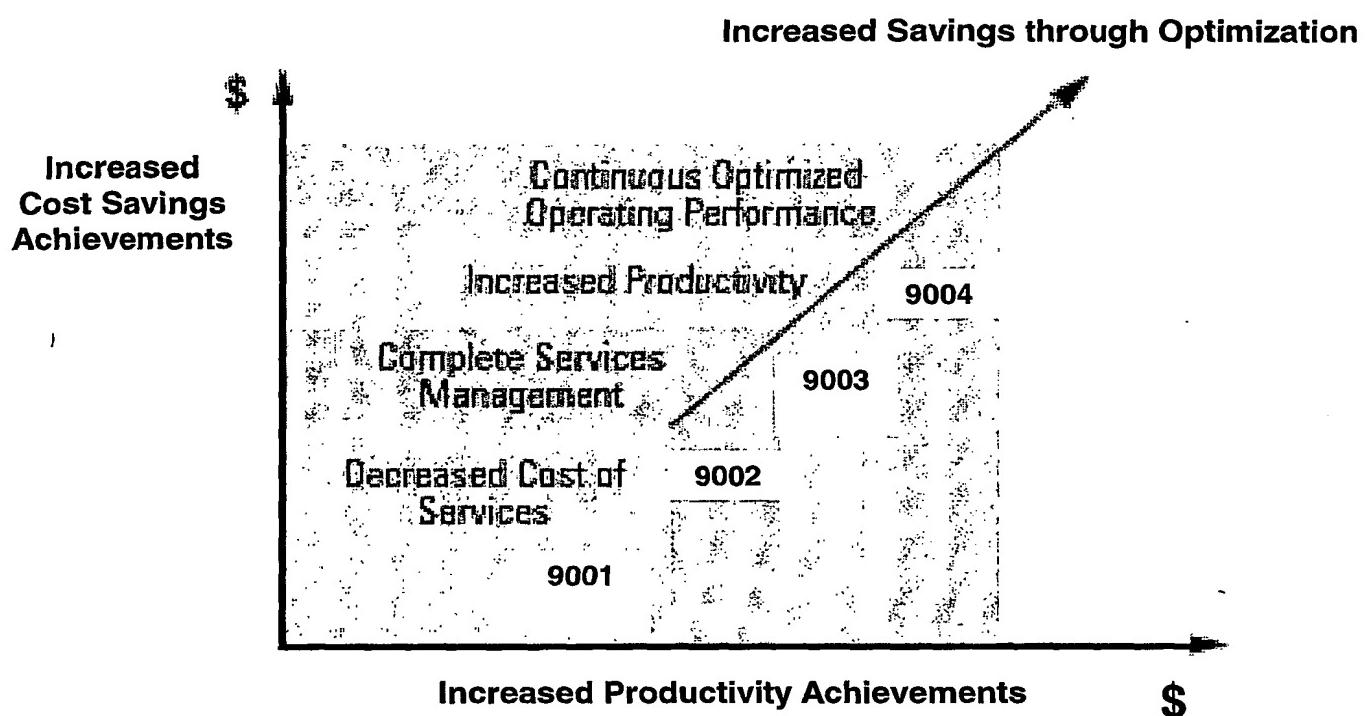
FIGURE 9

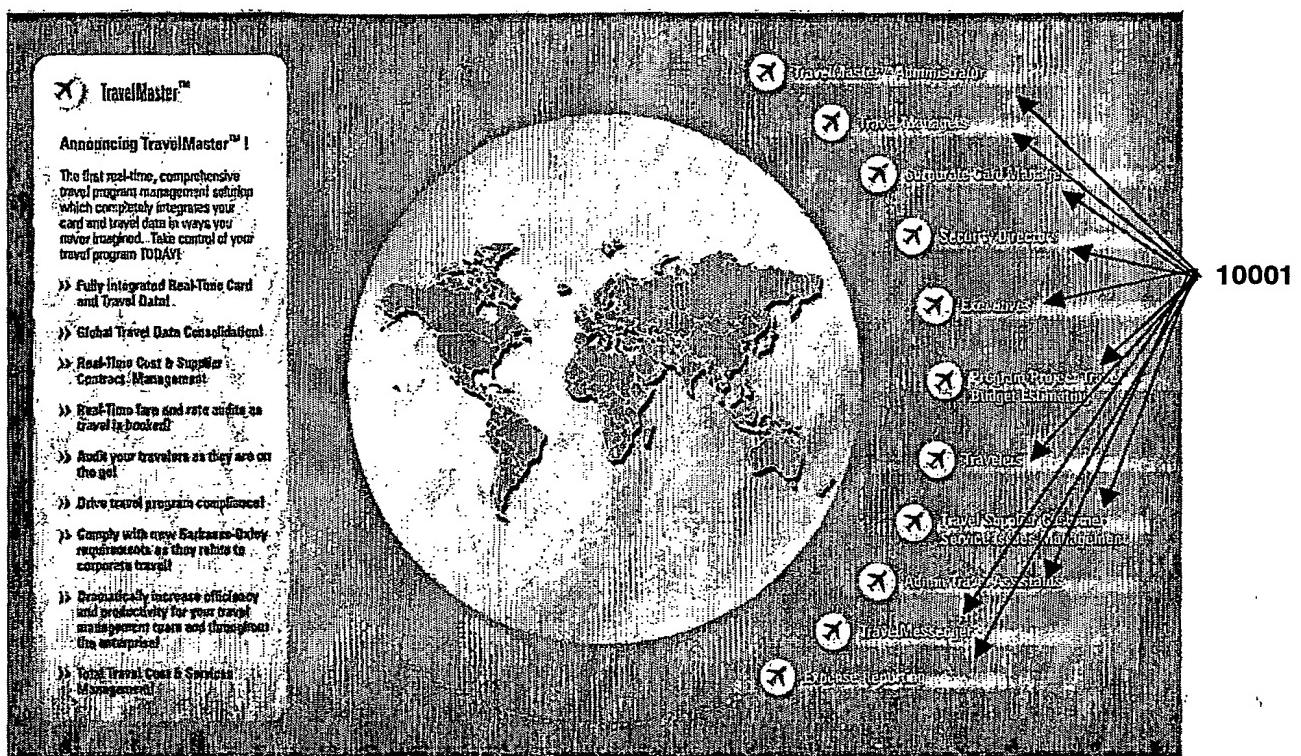
FIGURE 10

FIGURE 11

11002

The screenshot shows the TravelMaster software interface. On the left, there's a sidebar with various travel categories like Airline, Hotels, and Transportation. The main area has two main sections: 'Meetings & Action Items (All Services)' and 'Travel Expense Summary'. The 'Meetings & Action Items' section lists items such as '4:30 PM - 4:45 PM United Airlines - Meeting related to February contracts' and '4:30 PM - 4:45 PM ALEX - Review of Agreement'. The 'Travel Expense Summary' section provides a breakdown of travel spending by category.

Total Spend	Total Spend YTD	Spent	Left	Average	
Total Travel Spend	\$5,150,428.00	\$5,023,452.62	\$1,623,588.70	\$1,433,223.50	N/A
Flight	\$1,441,037.00	\$2,625,227.00	\$2,206,710.38	\$1,762,340.38	\$735.02
Excessive Refunds	\$5,102.00	\$10,493.00			Cost / Car: \$0.75
Hotels	\$124,562.20	\$222,748.97	\$41,555.02	\$12,423.30	Cost / Night: \$10.50
Rental Car	\$25,442.33	\$49,047.02	\$5,460.50	\$9,570.63	Cost / Day: \$19

11003

This screenshot shows the 'Trips Booked And/Or In Progress' section. It displays flight information for a trip from Aguado, Puerto Rico to Dallas, Texas. The flight details include departure date (2003-04-23), destination (DALLAS, TX), airline (UNITED), and flight number (UA 713). It also shows hotel and rental car bookings for the same period.

Trips Booked And/Or In Progress - (As of April 23, 2003)									
View Summary									
Return/Outbound		Passenger		Departure Date		Routing		View Full itinerary	
Indicator	Indicator	Passenger	Passenger	Indicator	Indicator	Flight	Flight	Arrival Date	Arrival Date
AGUADO	DILLARD,	THOMAS E		2003-04-23	2003-LAREOS	2003-LAREOS	2003-LAREOS	24-Apr-03	UNITED [Preferred]
						LAX-713	223-4355	HOLIDAY INN	HOLIDAY INN
						[Preferred]	[Preferred]	SAN FRANCISCO	AT&T [Preferred]
								[Preferred]	
									HOLIDAY INN

11000

An arrow points from the bottom left towards the bottom of the screenshot.

FIGURE 12

TravelMaster - Microsoft Internet Explorer

Victoria Wofford [Travel Manager]

Tri-Pen Management Corporation

TravelMaster

Pending Travel/Trips in Progress (Real-time Booked vs Actual)

Trips Booked And/Or In Progress - (As of April 23, 2003)

View Summary

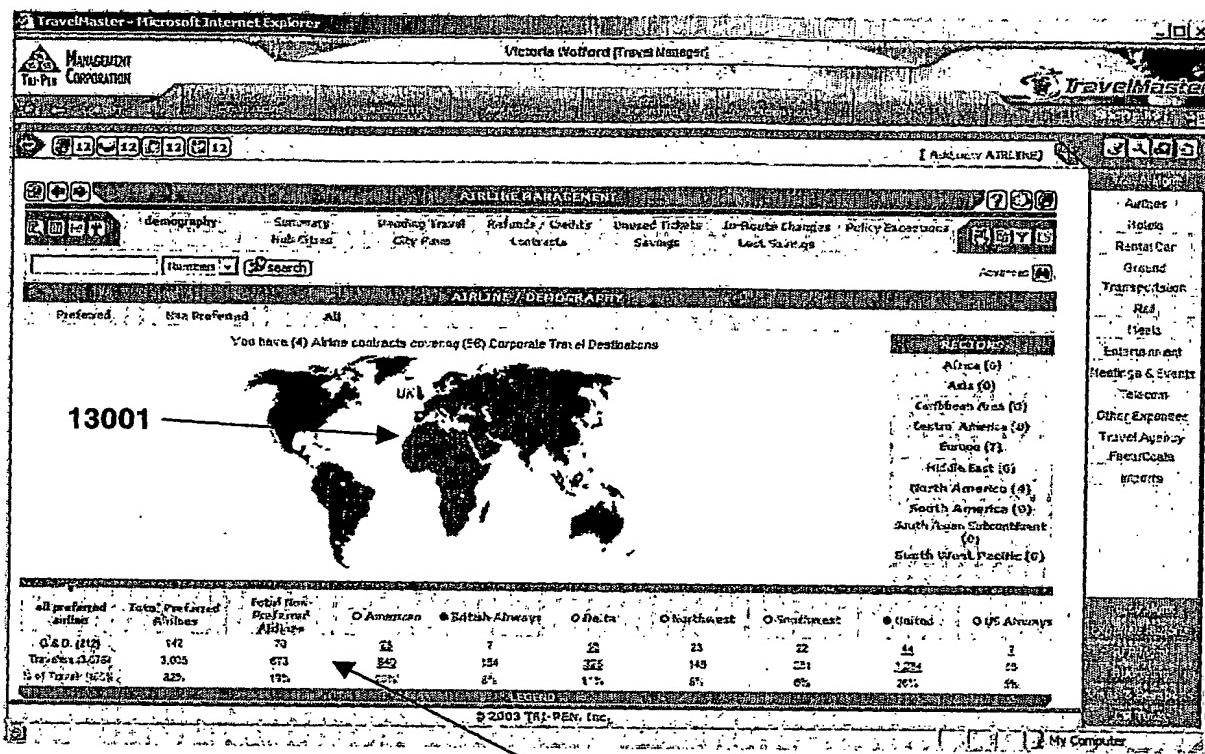
Record Number	Passenger	Departure Date	Routing	View Full Itinerary	Return Date	Arrive	Total	Rental Car	Employee Changes/Additions/Fees/Cards Data		
									Flight/Airline Changes	Hotel Unused	Rental Car Unused
A0002	DILLARD, THOMAS E.	22-Jan-03	BOS-LAX-BOS	BOS-LAX-BOS	24-Jan-03	UNITED [Preferred]	HAPPIOTT LAX - 2129 337-8150 [Preferred]	HERTZ [Preferred]	NONE	HOLIDAY INN SAN FRANCISCO [Preferred]	AVIS [Preferred]
F0001	WILSON, MARK S.	23-Jan-03	BOS-SFO-BOS	BOS-LAX-BOS	23-Jan-03	UNITED [Preferred]	H2004/LIN S44 FRANCISCO 325/374424 [Preferred]	HERTZ [Preferred]	NONE	MARQUETTE LAX AIRPORT [Preferred]	NO CHANGE
G1001	GILHAR, KAREN	22-Jan-03	EWUTPA/EWI	EWUTPA/EWI	23-Jan-03	AIRWAYS	AIRPORT - 1031222-1143 [Preferred]	HERTZ [Preferred]	NONE	NO CHANGE	AVIS [Preferred]
P0001	KOHL, DAVID A.	10-Feb-03	CYB/CGA/3VB	CYB/CGA/3VB	14-Feb-03	Flightless	HOTEL HEUER 325/333 [Preferred]	HERTZ [Preferred]	NONE	RATZON HOTEL ESTATE [Preferred]	NO CHANGE
E0001	SUTH, DEANNA S.	19-Jan-03	DCW/HSW/DCW	DCW/HSW/DCW	19-Jan-03	UNITED [Preferred]	HOLIDAY INN HUNTSVILLE - 250/43-0702 [Preferred]	HERTZ [Preferred]	NONE	THRIFTY [Preferred]	NO CHANGE
T0001	HARRIET, HAROLD W.	14-Apr-03	DFW-DCA/DFW	DFW-DCA/DFW	16-Apr-03	UNITED [Preferred]	FLS-HOTEL 422-8920- 3115 [Preferred] CROWNE	HERTZ [Preferred]	AMERICAN AIRLINES [Preferred]	BLACK FRANKLIN [Preferred]	HERTZ [Preferred]

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My Computer

12001

FIGURE 13



13002

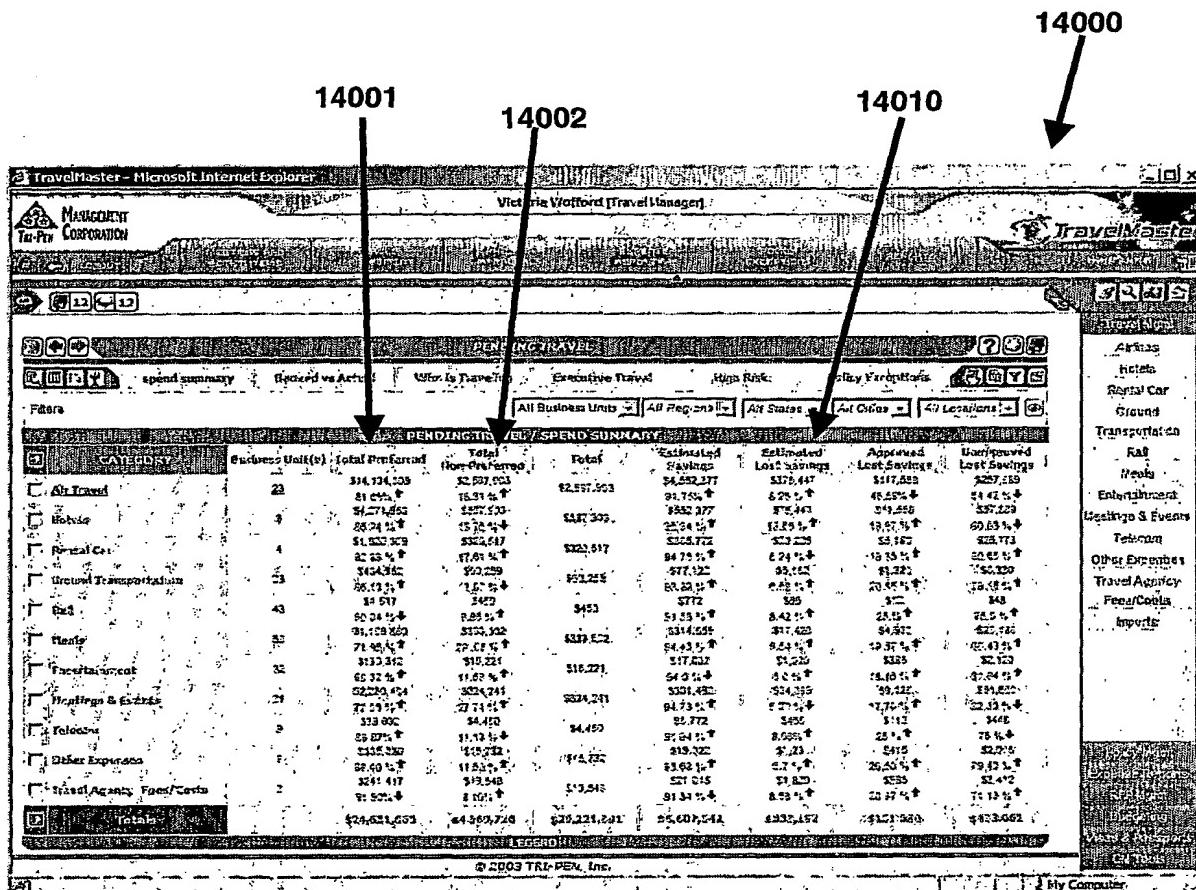
FIGURE 14

FIGURE 15

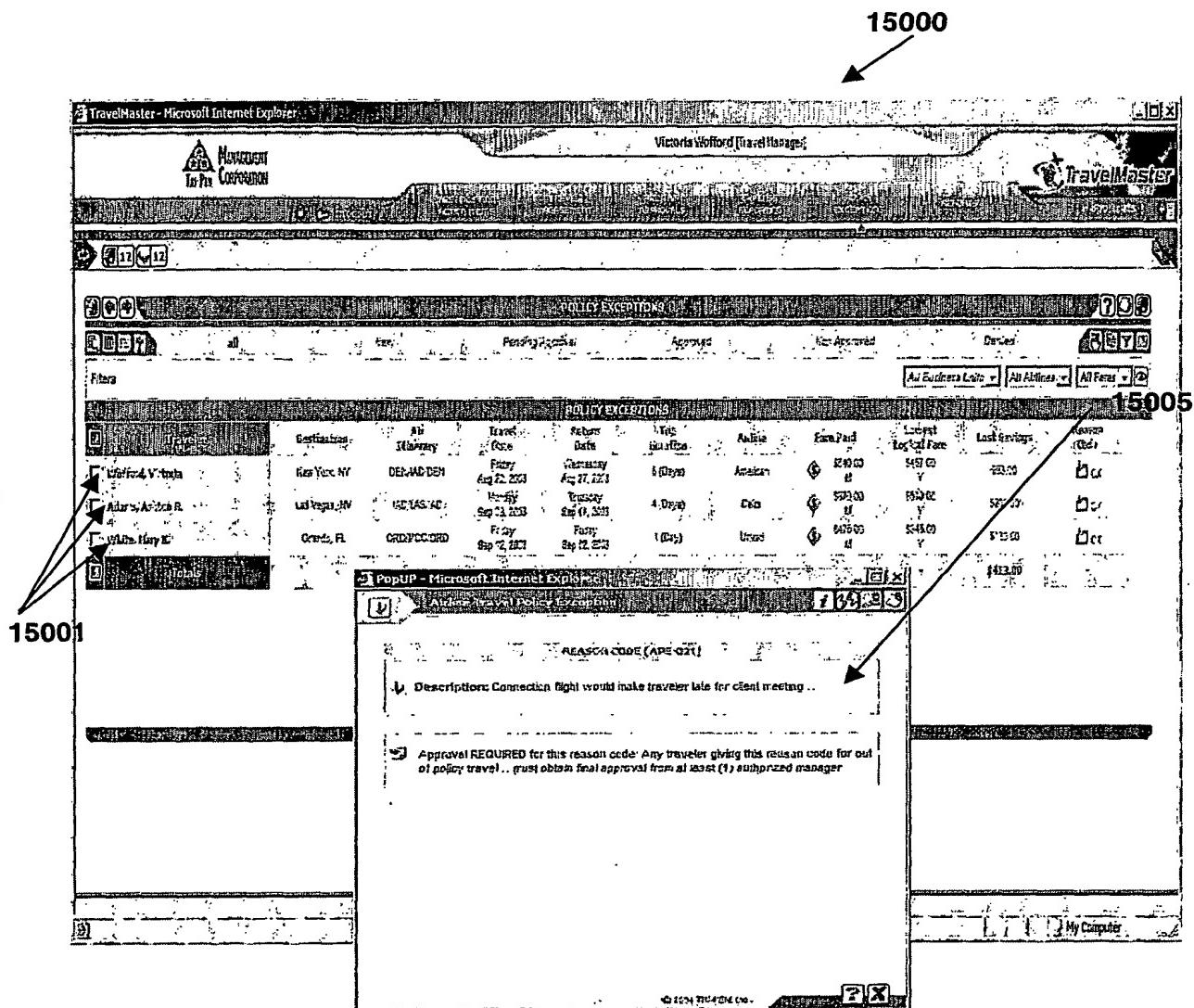


FIGURE 16

TravelMaster - Microsoft Internet Explorer Victoria Wofford [Travel Usage] **TravelMaster**

The screenshot shows a Microsoft Internet Explorer window displaying the TravelMaster Expense Report Management system. The title bar reads "TravelMaster - Microsoft Internet Explorer" and "Victoria Wofford [Travel Usage]". The main content area is titled "EXPENSE REPORT MANAGEMENT" and contains a table titled "EXPENSE REPORT / SUMMARY". The table has columns for "Category", "Total Days", "Total Expenses Reporting", "Employees Reporting", "Total Reports", "Total Expenses", and "Total Company Expenses". The table lists various expense categories such as Transportation, Airfare, Other, Personal Auto, Rent Car, Taxi/Metro/Car Service, Tax/Taxi/Rail, Lodging, Fuel, Meals, Rental (Alone), Rent/Mkt (None), Other (None), Lunch (None), and Special Case (None). The total company expenses shown in the table are \$2,414,242.

Category	Total Days	Total Expenses Reporting	Employees Reporting	Total Reports	Total Expenses	Total Company Expenses
<input checked="" type="checkbox"/> Report Case Pending	2,414	28	221	2,414	\$14,239,720	\$2,414,242
<input checked="" type="checkbox"/> Transportation	2,414	28	221	2,414	\$14,239,720	\$2,414,242
<input type="checkbox"/> Airfare	715	15	122	639	\$2,385,237	\$461,056
<input type="checkbox"/> Other	252	5	23	224	\$2,010,625	\$402,493
<input type="checkbox"/> Personal Auto	415	17	137	412	\$2,452,650	\$425,602
<input type="checkbox"/> Rent Car	352	74	151	352	\$2,567,129	\$451,210
<input type="checkbox"/> Taxi/Metro/Car Service	422	9	133	351	\$2,000,220	\$312,220
<input type="checkbox"/> Tax/Taxi/Rail	122	22	92	122	\$1,032,154	\$192,628
<input checked="" type="checkbox"/> Lodging	3,023	223	893	2,414	\$94,885,165	\$7,410,129
<input type="checkbox"/> Fuel	1,330	225	690	2,412	\$4,035,554	\$743,729
<input checked="" type="checkbox"/> Meals	10,120	522	882	2,405	\$20,235,002	\$2,010,547
<input checked="" type="checkbox"/> Rental (Alone)	569	104	852	1,095	\$1,317,751	\$210,200
<input type="checkbox"/> Rent/Mkt (None)	63	26	73	150	\$210,558	\$33,553
<input type="checkbox"/> Other (None)	231	120	165	233	\$2,332,220	\$465,320
<input type="checkbox"/> Lunch (None)	223	104	105	222	\$492,221	\$92,440
<input type="checkbox"/> Special Case (None)	47	25	73	122	\$1,155,564	\$22,287

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16001

FIGURE 17

The screenshot shows a web-based application titled "EXPENSE REPORT MANAGEMENT". The main interface is a calendar for October 2003. Each day cell contains a summary of expenses. Two specific days are highlighted with arrows pointing to them:

- Day 17 (Wednesday):** Shows a total of \$124.55 (ex) and \$10.34 (ex).
- Day 25 (Thursday):** Shows a total of \$1,225.00 (ex), \$225.00 (ex), \$11.03, \$105.02 (ex), \$1,732.00 (ex), \$22.34 (ex), and \$10.34 (ex).

At the bottom left, there is a date range selector: "1 Oct - 31 Oct". At the bottom right, it says "© 2003 TRI-PER Inc."

17001

17005

FIGURE 18

18005

The screenshot shows a Microsoft Internet Explorer window displaying the TravelMaster software. The title bar reads "TravelMaster - Microsoft Internet Explorer" and "Victoria Wofford [Travel Manager]". The main content area is titled "TRAVEL MANAGEMENT REPORTS" and "TRAVEL MANAGEMENT REPORTS / SUMMARY". On the left, there is a sidebar with various report categories: "Travel Analysis", "Audit", "Housing", "Meals", "Nurtalair", "Rail", "General Transportation", "Fees", "Other Expenses", and "Travel Log". A large arrow points from the text "18001" at the bottom right towards the "Travel Log" category. The main table lists travel details:

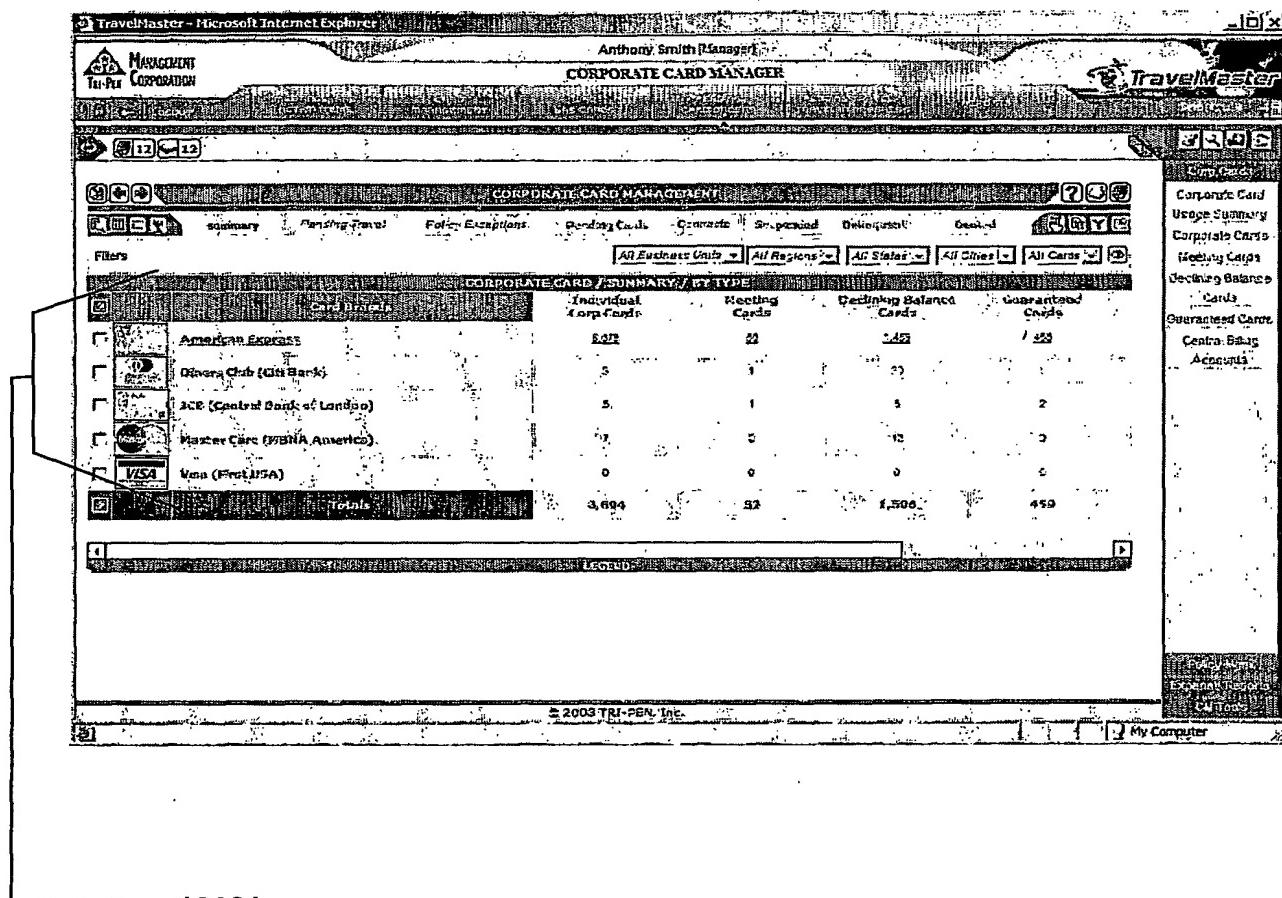
Last Updated	Entries	# Times Shown
Jul 23, 2004	0	19
Jul 23, 2004	0	24
Jul 23, 2004	0	20
Jul 23, 2004	2	15
Jul 23, 2004	0	22
Jul 23, 2004	2	19
Jul 23, 2004	0	23
Jul 23, 2004	0	19
Jul 23, 2004	2	23

The right side of the interface contains a sidebar with links to "Arines", "Hotels", "Rental Car", "Ground", "Transportation", "Ref", "Meals", "Entertainment", "Meetings & Events", "Telecon", "Other Expenses", "Travel Agency", "Fees/Costs", and "Reporting". The footer of the browser window shows "© 2003 TRIPEN, Inc." and "My Computer".

18001

FIGURE 19

19000



19001

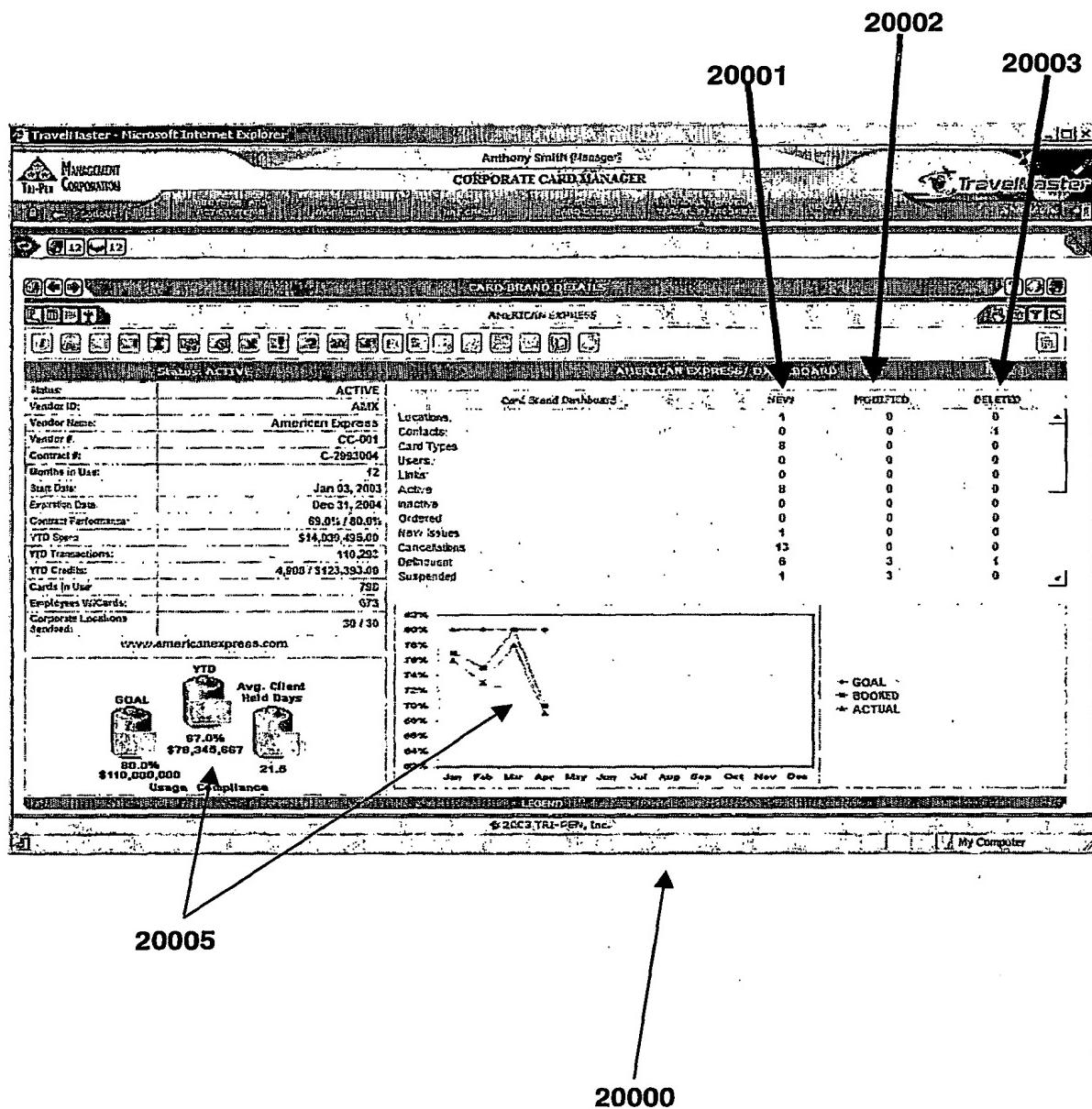
FIGURE 20

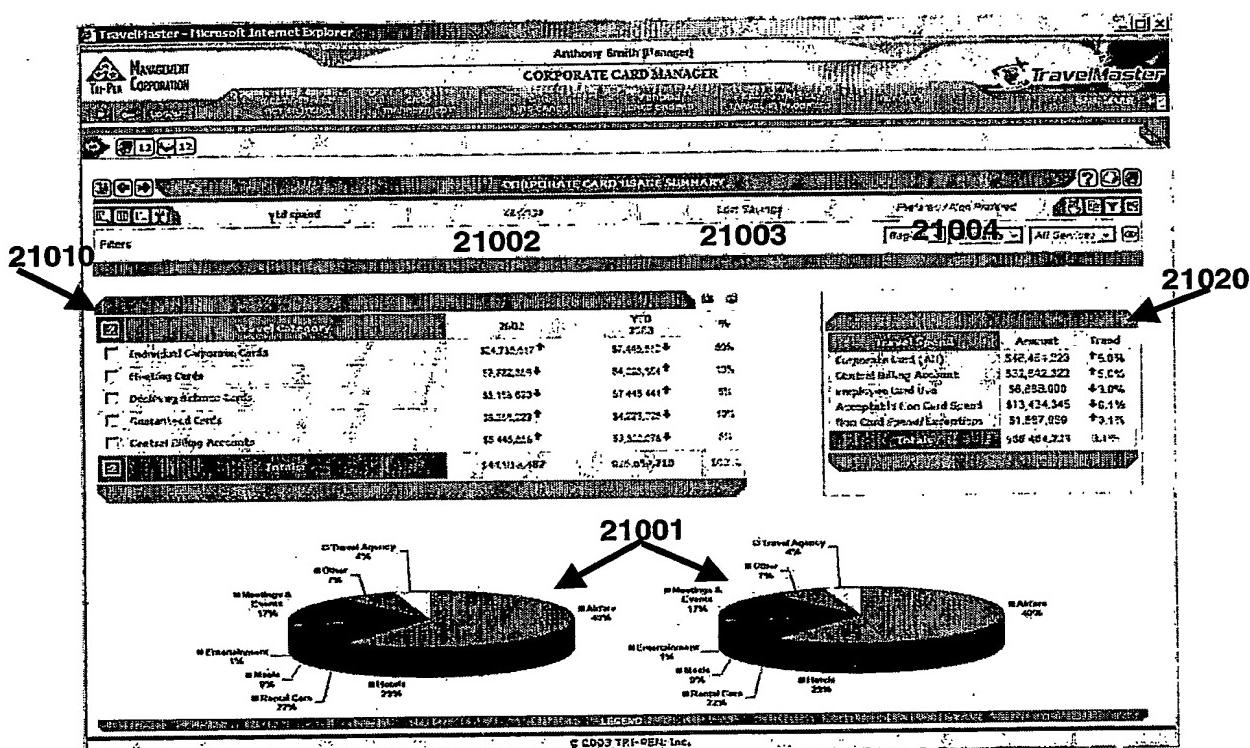
FIGURE 21

FIGURE 22

22001

The screenshot shows a Microsoft Internet Explorer window displaying the TravelMaster Corporate Card Manager. The title bar reads "TravelMaster - Microsoft Internet Explorer". The main content area is titled "CORPORATE TRAVEL CARD SUMMARY" and shows a detailed breakdown of travel expenses for March 2003. On the left, there's a sidebar with card details like Card Number (3723-324747-11229), Holder (Anthony Smith), and Balance ACTIVE (\$10,000.00). The main table lists transactions such as Hotel, Airfare, and Car Rental, categorized by date and type. A message at the bottom says "15 Days PAST DUE! Please Pay Statement".

Date	Type	Description	Amount
Mar 23, 2003	Car	ENTERPRISE RENT CAR (FRT)	\$102.50
Mar 23, 2003	Car	HYATT HOTEL & CONVENTION CENTER	\$521.55
Mar 23, 2003	Car	MOTEL 6 (MOTEL 6)	\$145.01
Mar 23, 2003	Car	WILSON HOTEL & SUITES	\$512.03
Mar 23, 2003	Car	PAYMENT - THANK YOU (WWD)	-327.00
Mar 23, 2003	Car	SANTALAY BAY SIDE BUFFET (SANTALAY)	\$49.57
Mar 23, 2003	Car	UPPER ROOM ATTRACTIONS (UPPER ROOM)	\$41.70
Mar 23, 2003	Car	WIND SURFING (WIND SURFING)	\$21.48
Mar 23, 2003	Car	WIND SURFING (WIND SURFING)	\$21.48

FIGURE 23

23001

Report	Last Update	Reports	# Times Viewed
Corporate Card Summary	Jan 22, 2004	0	0
Air Booking Source Exception Report	Jan 22, 2004	0	73
Delinquent History Report	Jan 22, 2004	0	12
Lodging Spending Summary	Jan 22, 2004	0	24
Meals Summary Report	Jan 22, 2004	0	7
International Spending Summary Top 3	Jan 22, 2004	0	6
International Spending Summary	Jan 22, 2004	0	6
Online Credit Report	Jan 22, 2004	0	5
Address Spending Summary	Jan 22, 2004	0	10
Total Traffic Report By Segment	Jan 22, 2004	0	0
Air Booking Source Report	Jan 22, 2004	0	0
Credit Carder Activity Report	Jan 22, 2004	0	0
Cardmember Listing	Jan 22, 2004	0	0
Car Rental Spending Summary	Jan 22, 2004	0	0
Lodging Spending Summary	Jan 22, 2004	0	0
Monthly Escalate, Cancellation Report	Jan 22, 2004	0	12
Corporate Payment Cost, Traveler's Checks	Jan 22, 2004	0	14
Pre-Renewal Report	Jan 22, 2004	0	2
Restaurant Spend Analysis by 2 status	Jan 22, 2004	0	0
Spending Analysis Detail	Jan 22, 2004	0	12
Total Traffic Summary By Country	Jan 22, 2004	0	12
Totals			

FIGURE 24

TravelMasterTM
MANAGEMENT CONSOLE

Logout | Victoria Wofford [administrator]

MENU

- CATEGORY MANAGEMENT
- USER TYPES (ROLES)
- USER MANAGEMENT**
- COMMUNITY MANAGEMENT

USER MANAGEMENT - Users Listing

Filters User name: User roles: Company:

Name	Roles	Last login	City/State	Phone	E-mail	Controls
User1	L3Comm Role1 Tri-Pen Role2 Tri-Pen Role3	June 23, 2004	New York, NY	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
User2	L3Comm Role1 Loral Role2 Tri-Pen Role3	June 23, 2004	Memphis, TN	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
User3	L3Comm Role1 Tri-Pen Role2 Tri-Pen Role3	June 23, 2004	Los Angeles, CA	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
User4	L3Comm Role1 Tri-Pen Role2 Tri-Pen Role3	June 23, 2004	New York, NY	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
User5	Tri-Pen Role3	June 23, 2004	Memphis, TN	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
User6	Tri-Pen Role3	June 23, 2004	Los Angeles, CA	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
User7	Tri-Pen Role3	June 23, 2004	Memphis, TN	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>
User8	Tri-Pen Role3	June 23, 2004	Los Angeles, CA	(509) 555-1212	user1@user1.com	<input checked="" type="checkbox"/> <input type="button" value="Edit"/>

24001

FIGURE 25

TravelMaster - Microsoft Internet Explorer

Anthony Smith [Security Manager] SECURITY MANAGERS

TravelMaster

demographic security progress Pending Travel Pending Approval Accepted Denied Suspended

Items North America USA All Cities All Locations Risk Level

DEMOGRAPHIC / HIGH RISK TRAVEL

North America (81) Europe (1) Asia Pacific (1) Latin America (1) Africa Europe Australia/ New Zealand

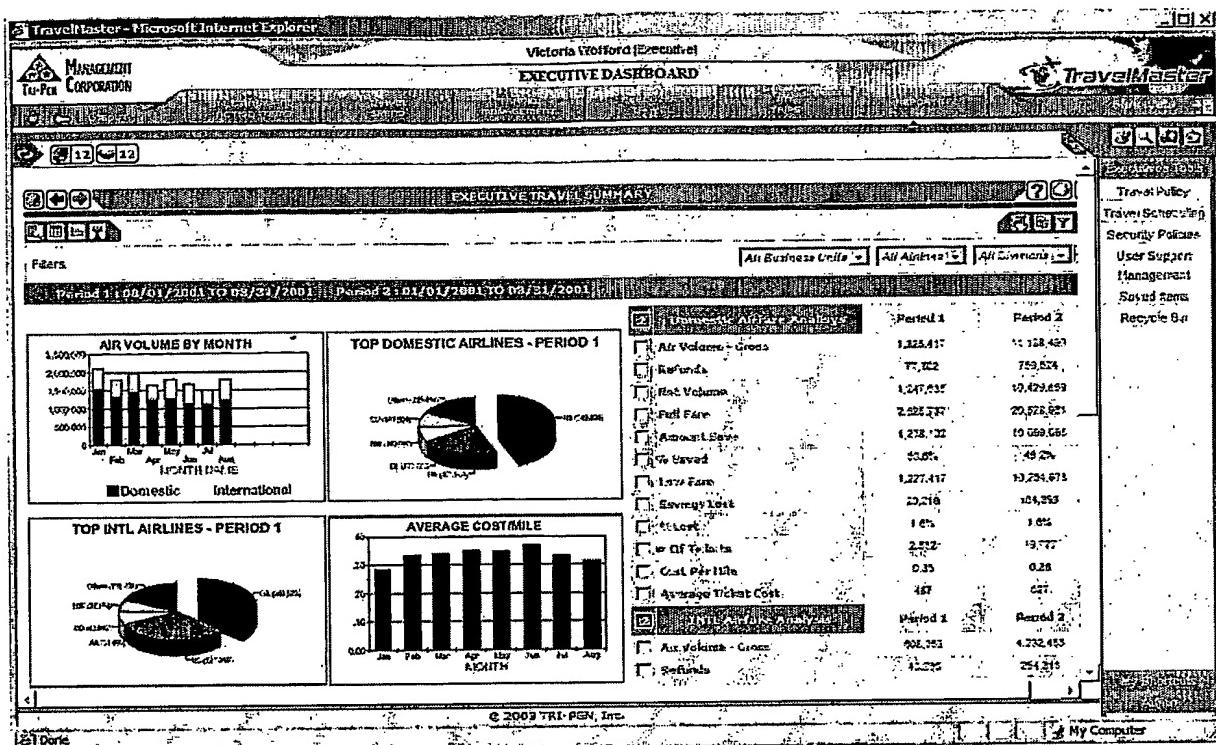
You currently have (13) Travels going to (3) destinations in (3) High Risk Countries

All (13) Extreme (3) Doing (6) Moderate (2) Doing (2)

HIGH RISK TRAVELS SUMMARY				
Country	To	Pending	Risk	Expense
Afghanistan	2	0	HIGH	EXPENSIVE
Albania	1	0	HIGH	LOW
Bahrain	6	2	HIGH	LOW
Colombia	0	1	HIGH	LOW
Egypt	7	0	LOW	LOW
India	2	0	HIGH	LOW
Indonesia	3	0	LOW	LOW
Iraq	1	6	HIGH	LOW
Jordan	0	0	HIGH	LOW
Singapore	12	5	LOW	LOW
Total:	40	11	13	60

25001

© 2000 TRAVELMASTER INC. My Computer

FIGURE 26

26000

FIGURE 27

TravelMaster - Microsoft Internet Explorer

Jeff Anderson [Traveler]

TRAVELERS

Demographics / Year By Year Analysis / Schedule A New Trip / Create a...

July 2003 August 2003

	Su	Mo	Tu	We	Th	Fri	Sa	Wk	Su	Mo	Tu	We	Th	Fri	Sa	Wk
14	<	<	July 2003	>	>				29	31	1	2	3	4	5	1
7	Su	Mo	Tu	We	Th	Fri	Sa	Wk	6	7	8	9	10	11	12	2
2	29	30	1	2	3	4	5	1	11	12	13	14	15	16	17	3
5	6	7	8	9	10	11	12	2	18	19	20	21	22	23	24	4
8	13	14	15	16	17	18	19	3	25	26	27	28	29	30	31	5
1	20	21	22	23	24	25	26	4	31	1	2	3	4	5	6	7
12	27	28	29	30	31	1	2	5	27	28	29	30	31	1	2	5
9	3	4	5	6	7	8	9		3	4	5	6	7	8	9	

Active Trips

DESTINATION	Employee	Travel Date	Return Date	Trip Duration	Air	Hotel	Car	Status	Pending Trip
Washington, DC	Jeff Anderson	Aug 21, 2003	Aug 22, 2003	1 Day(s)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Approved	<input type="checkbox"/>
Denver, CO		08-30	09-02	3 Days	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Approved	<input type="checkbox"/>
New York, NY		Aug 19, 2003	Aug 21, 2003	2 Days	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Approved	<input type="checkbox"/>
Las Vegas, NV		08-21	08-25	4 Days	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Approved	<input type="checkbox"/>
Orlando, FL		Aug 4, 2003	Aug 6, 2003	2 Days	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Approved	<input type="checkbox"/>
TOTALS									

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27001

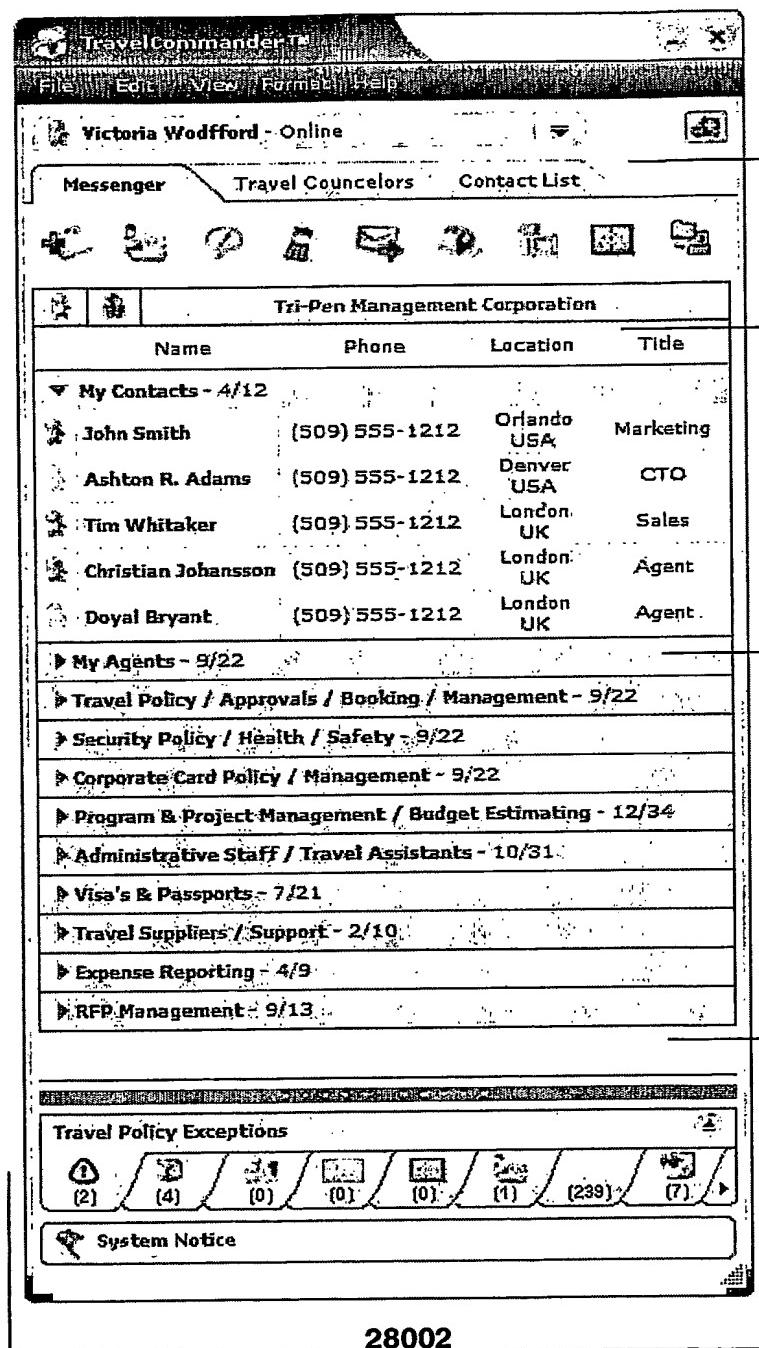
FIGURE 28

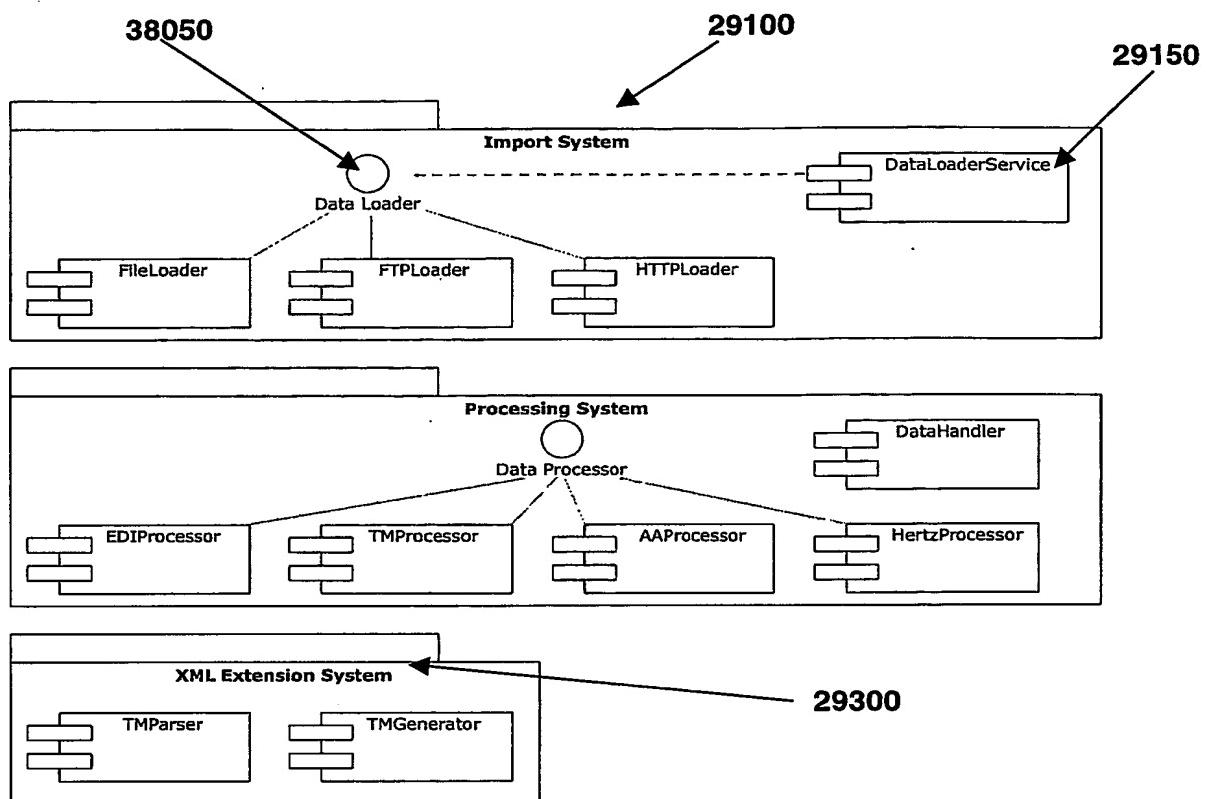
Figure 29

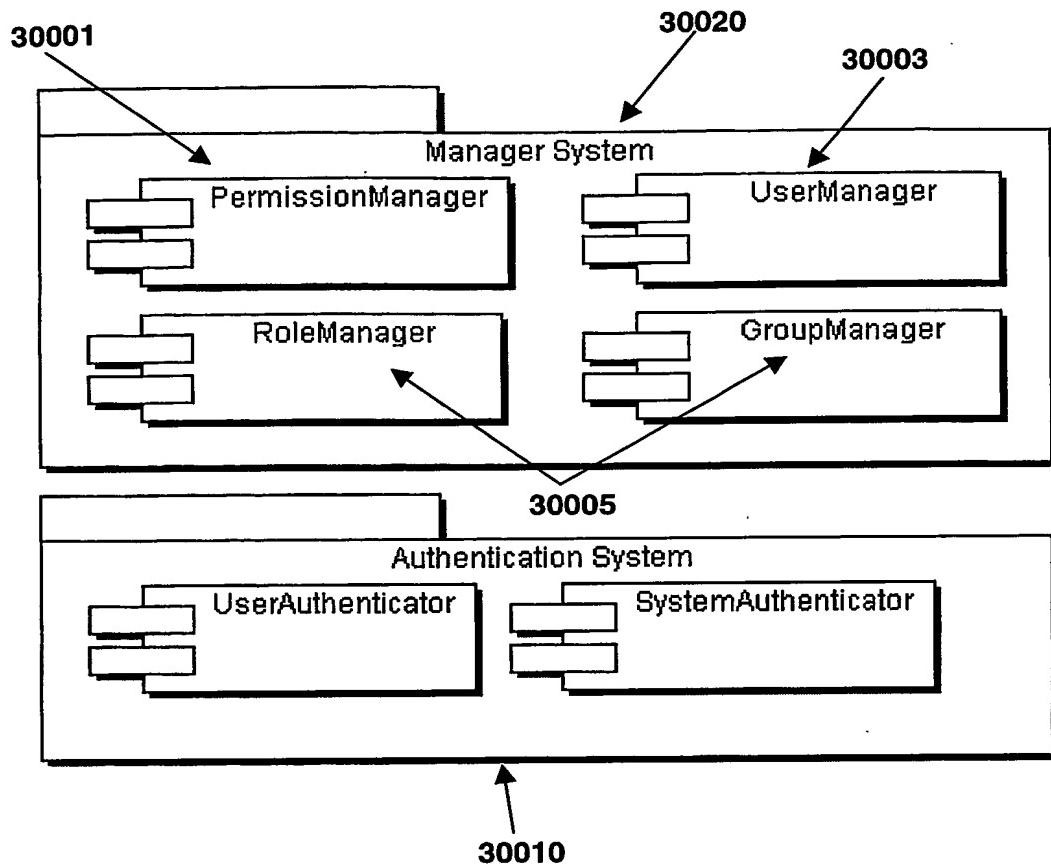
Figure 30

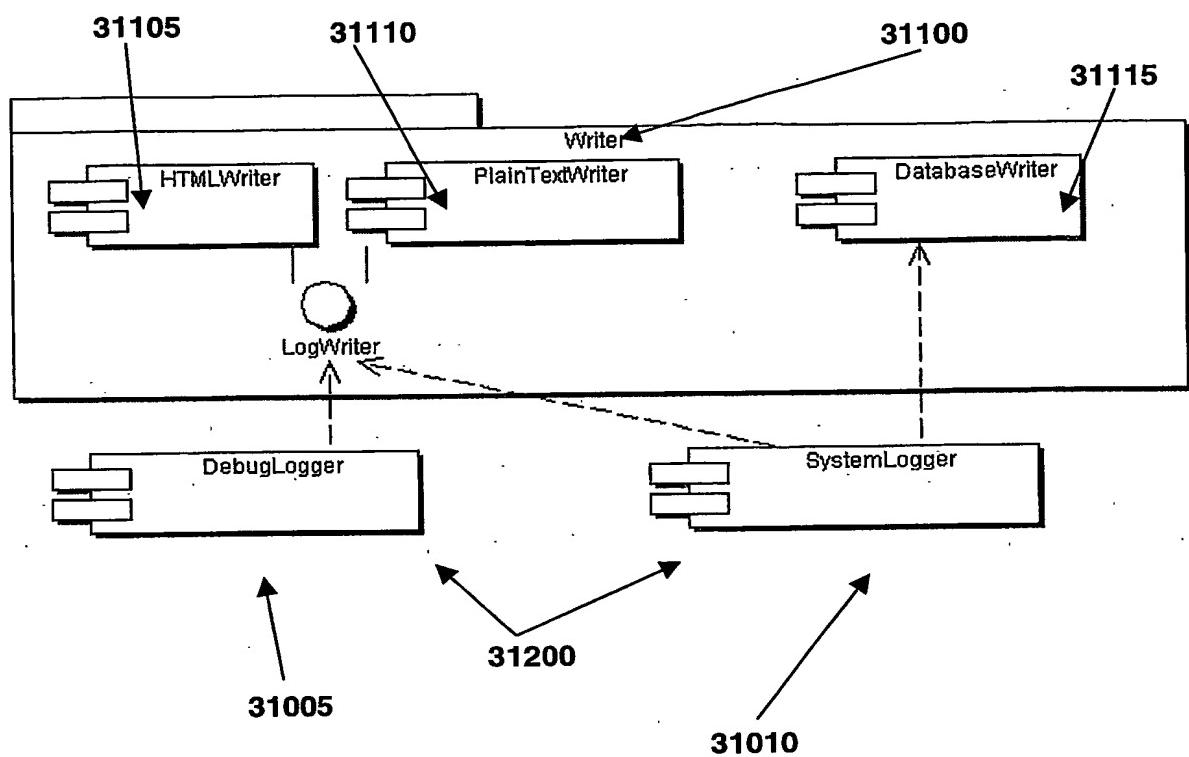
Figure 31

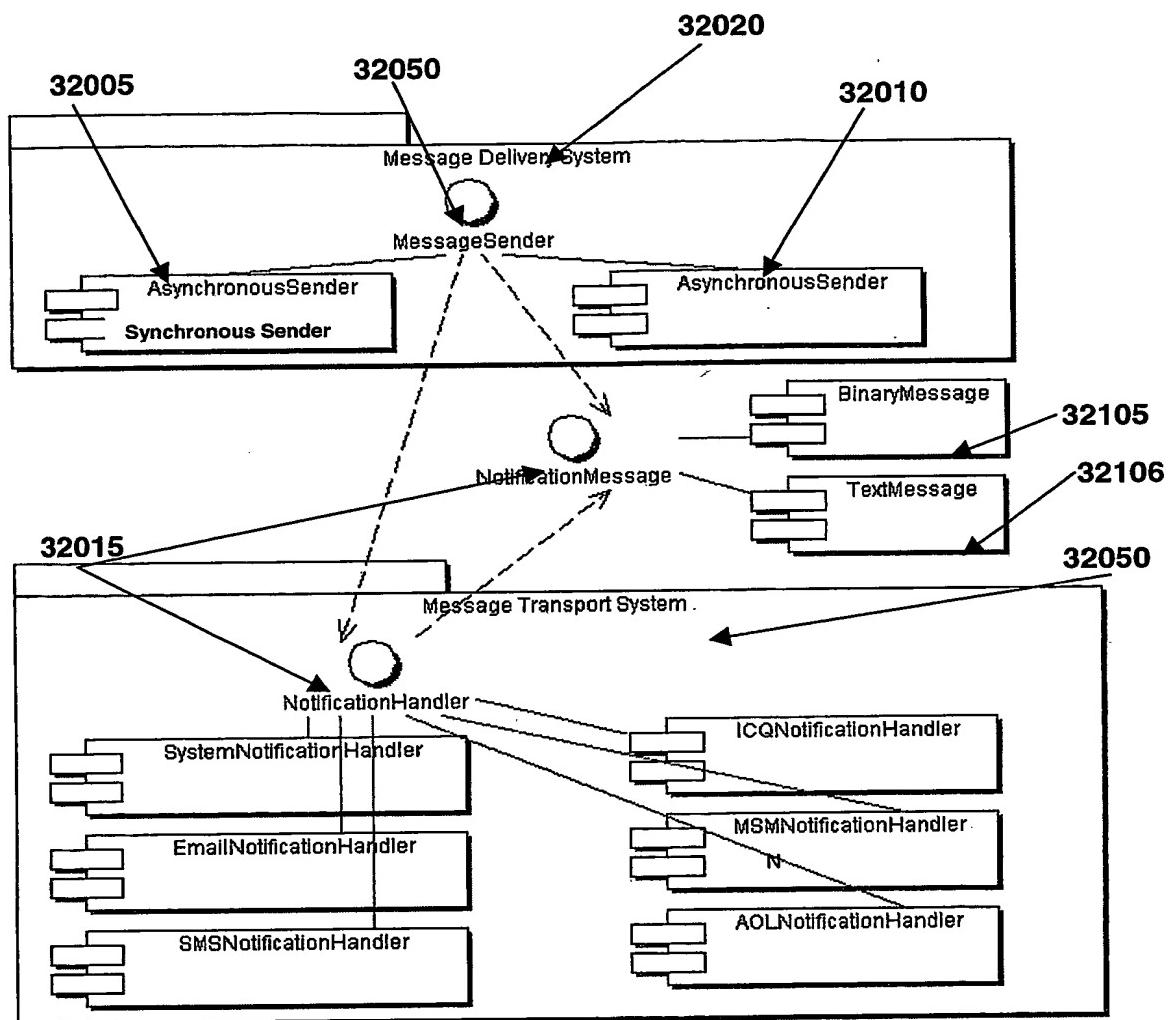
Figure 32

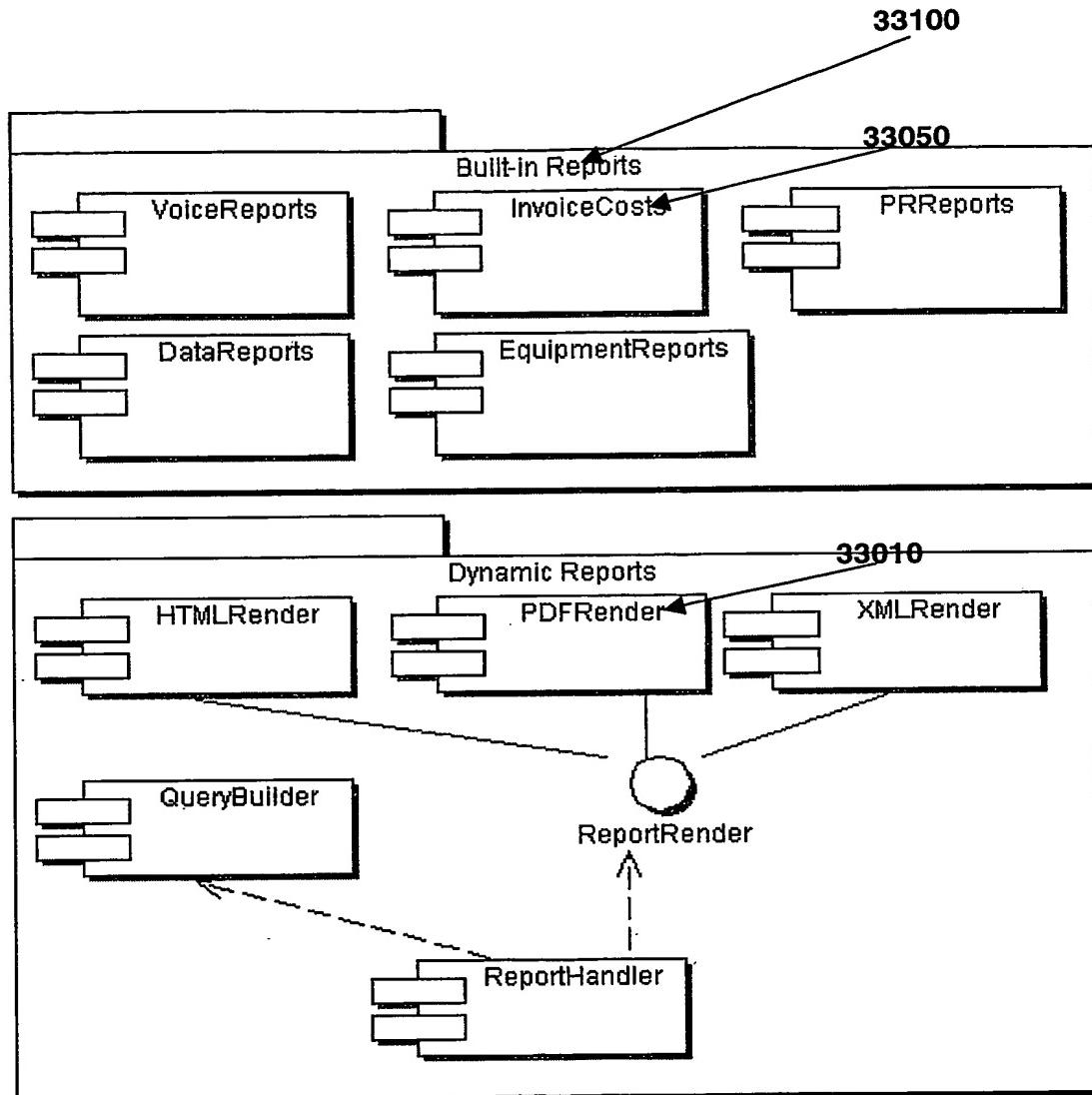
Figure 33

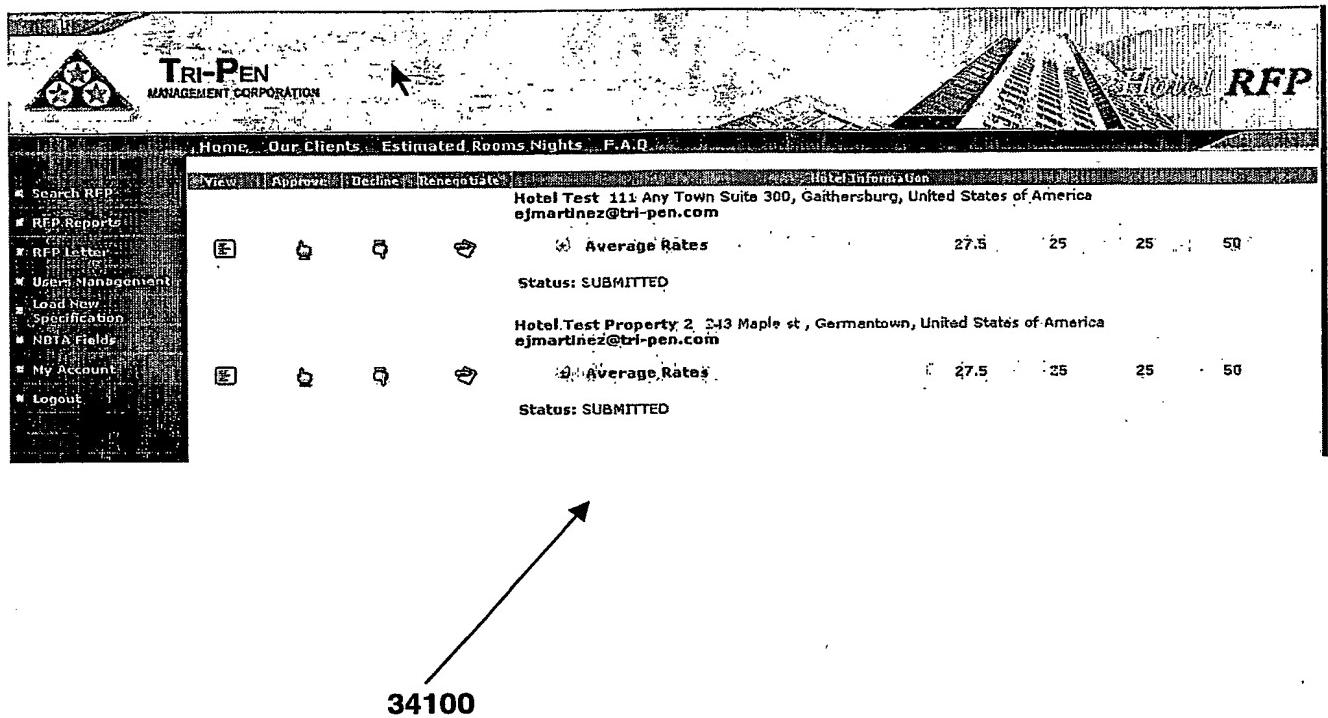
Figure 34

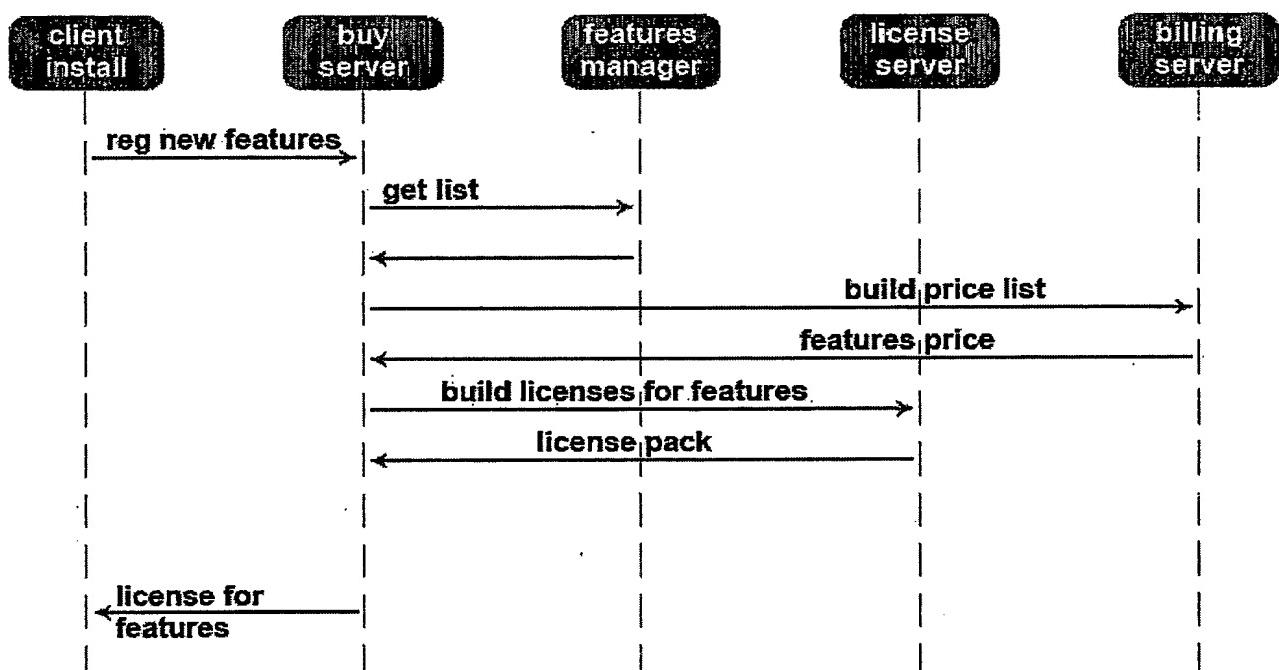
Figure 35

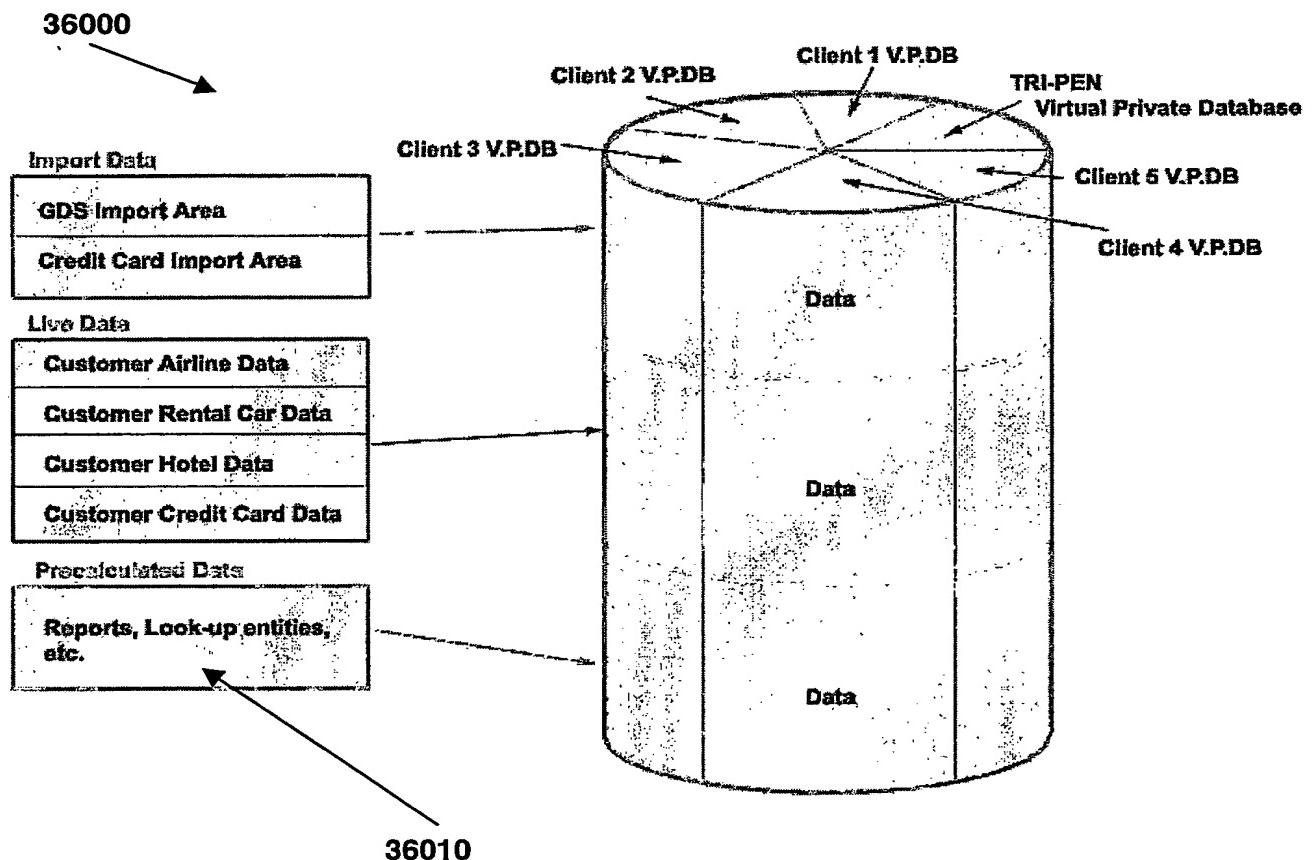
Figure 36**Database Diagram**

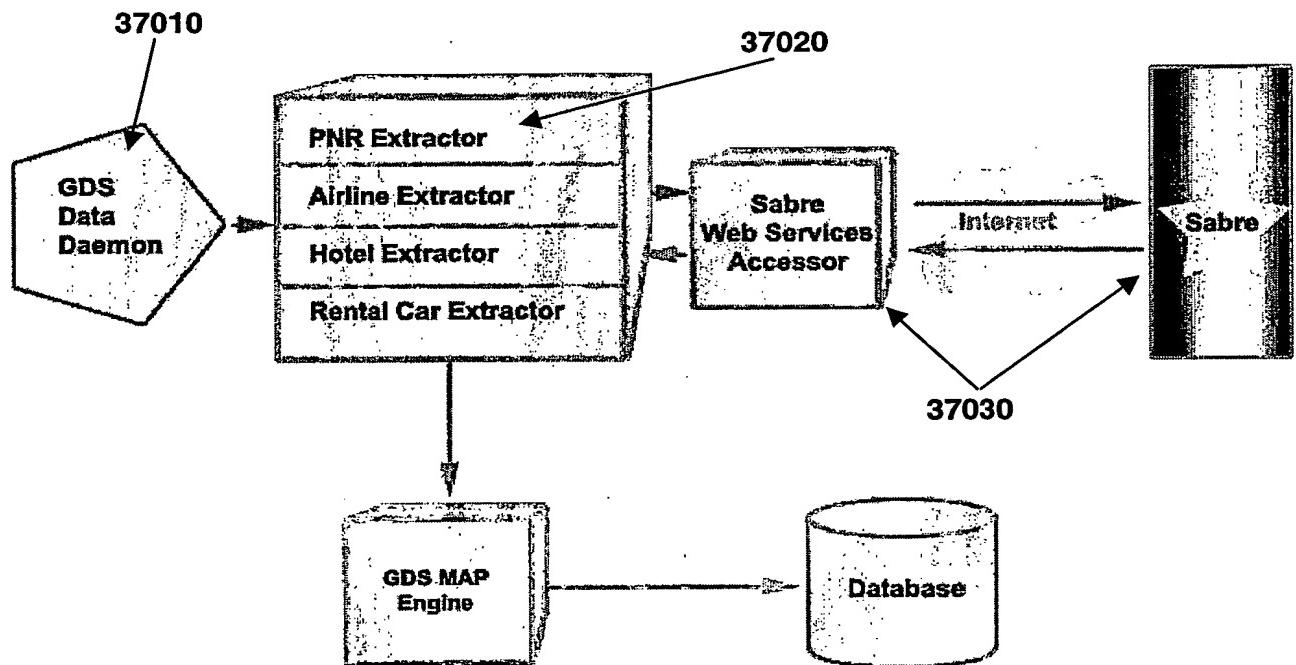
Figure 37**Pass Through of Direct Commands Within GDS**

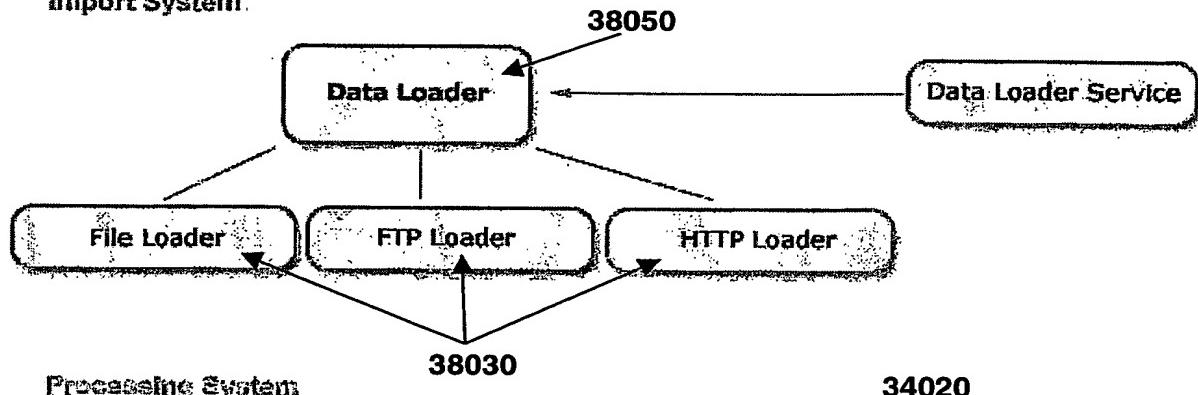
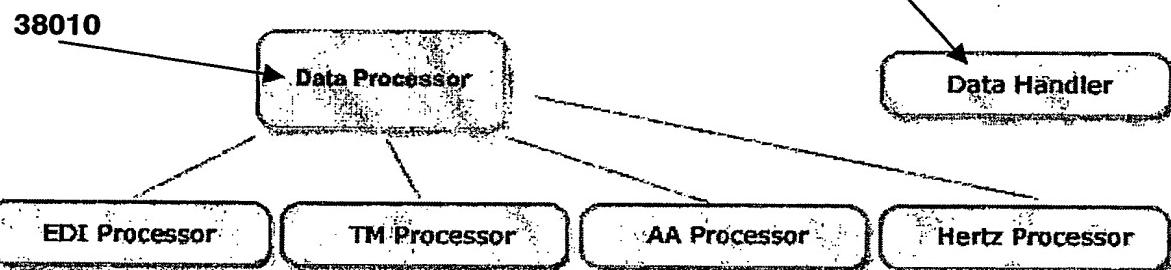
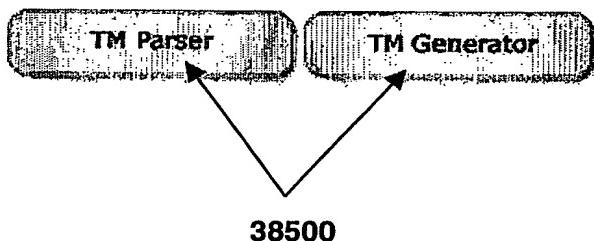
Figure 38**Import System / Processing System / XML Extension System****Import System.****Processing System****XML Extension System**

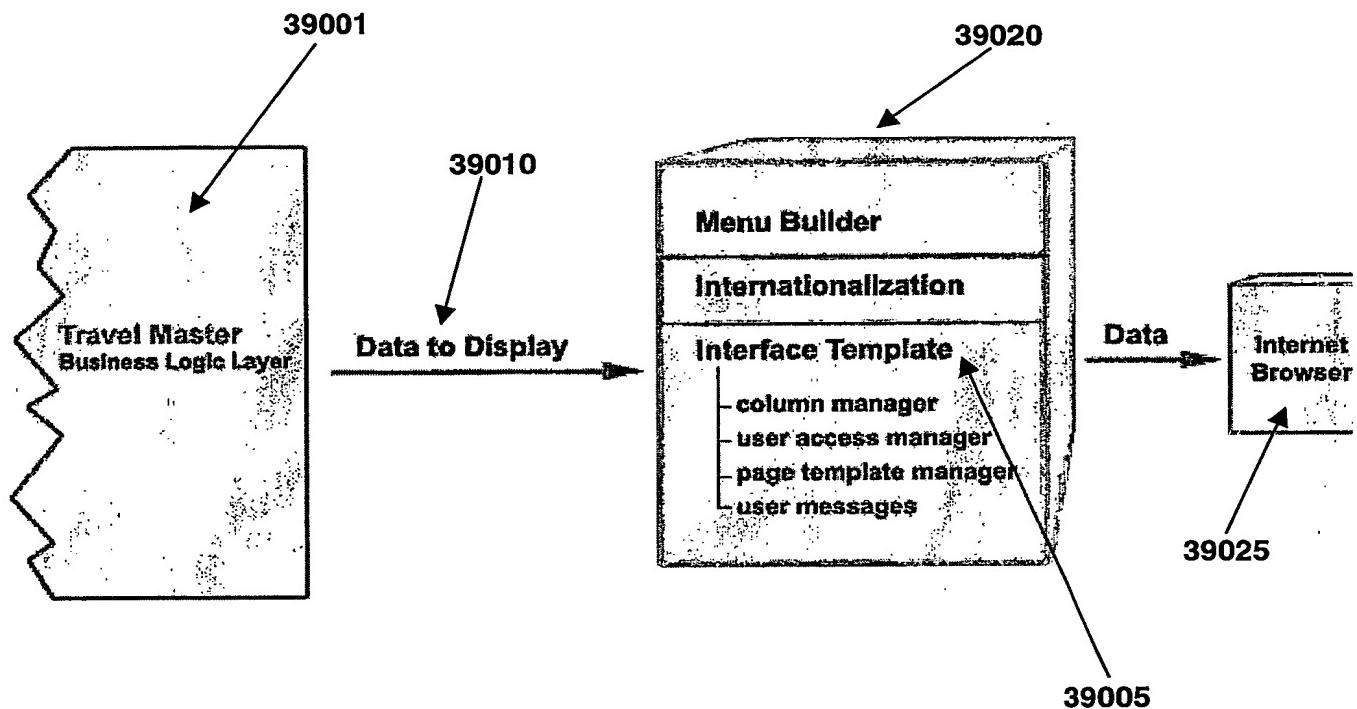
Figure 39**Layout Manager**

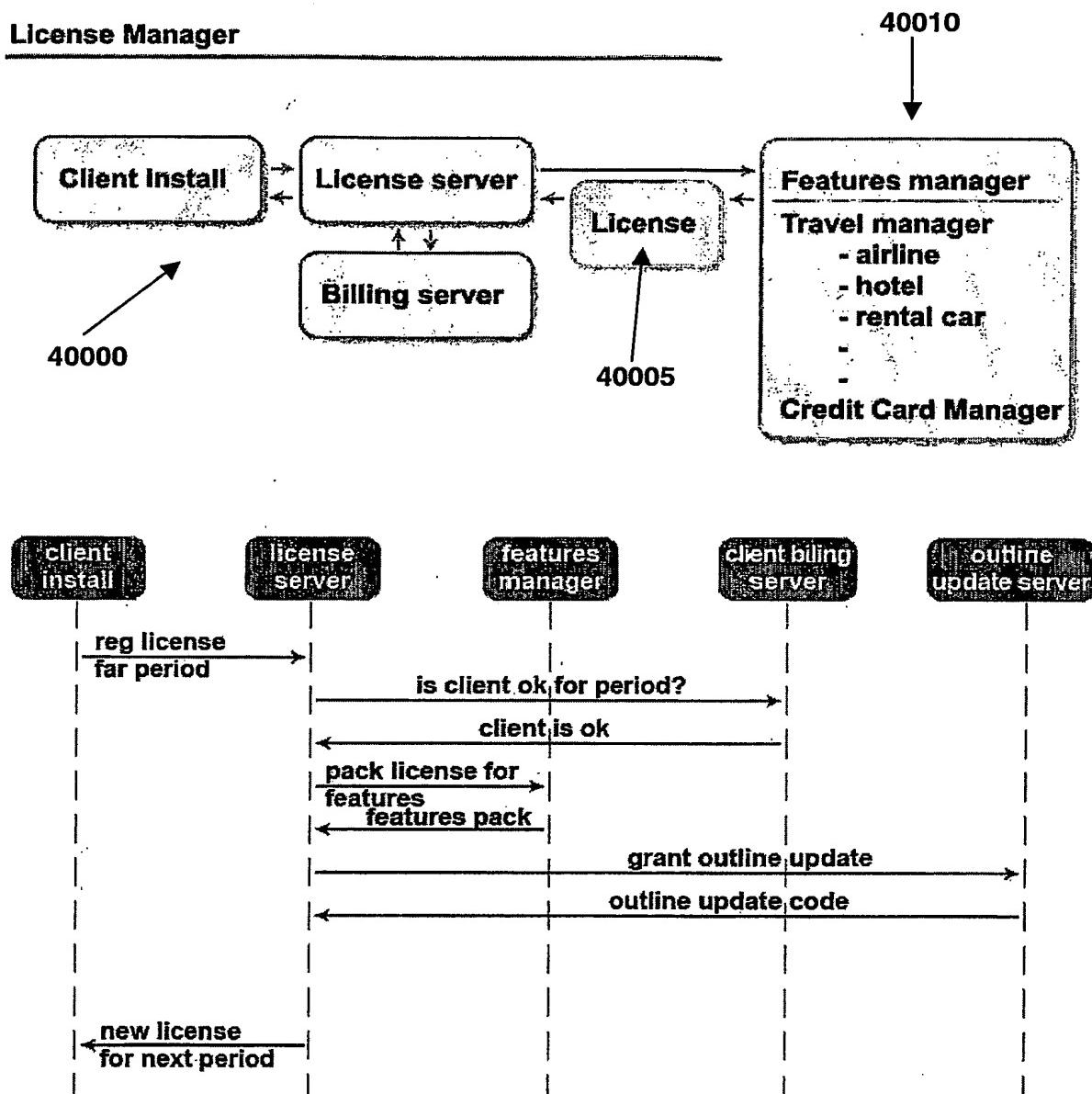
Figure 40

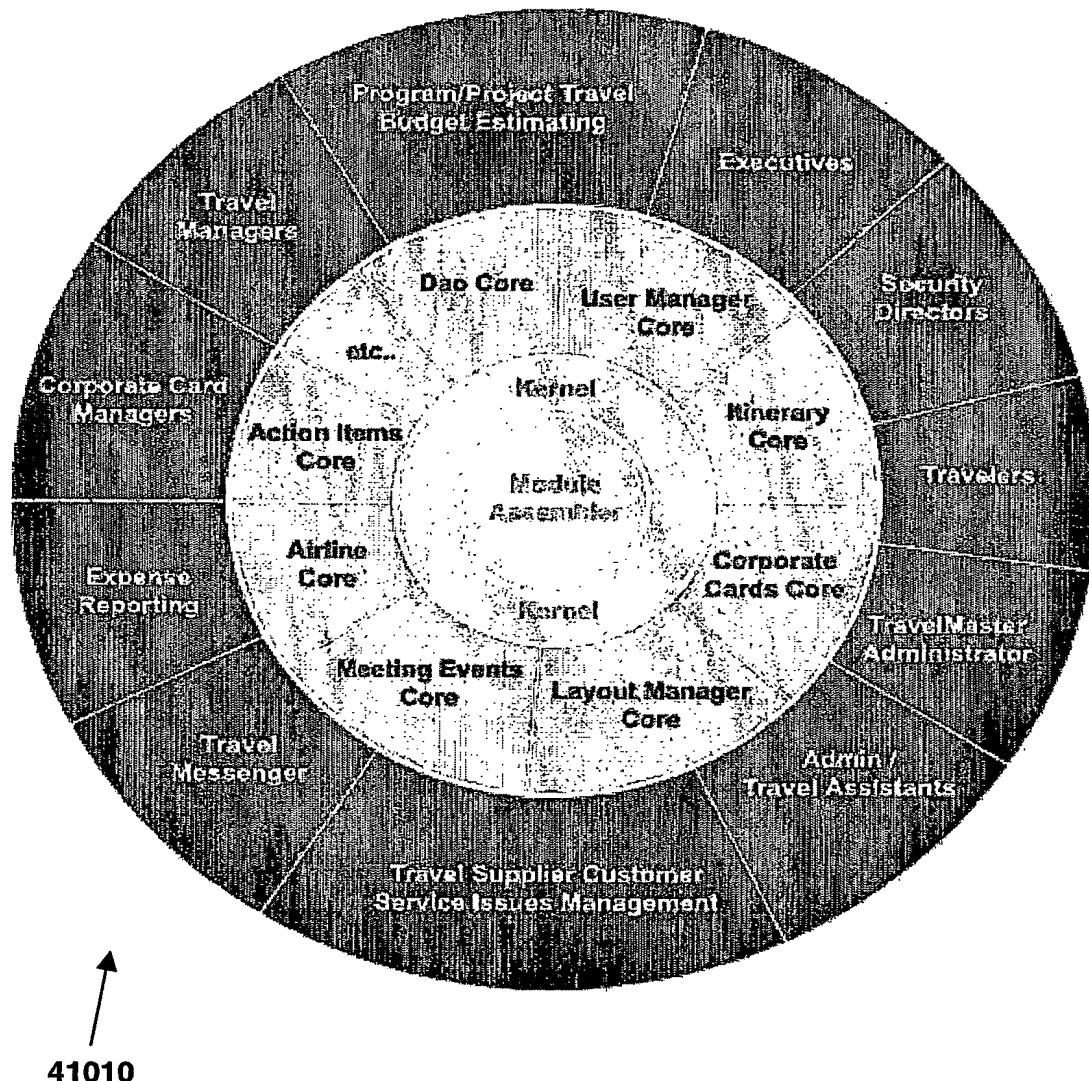
Figure 41**Plug In Manager**

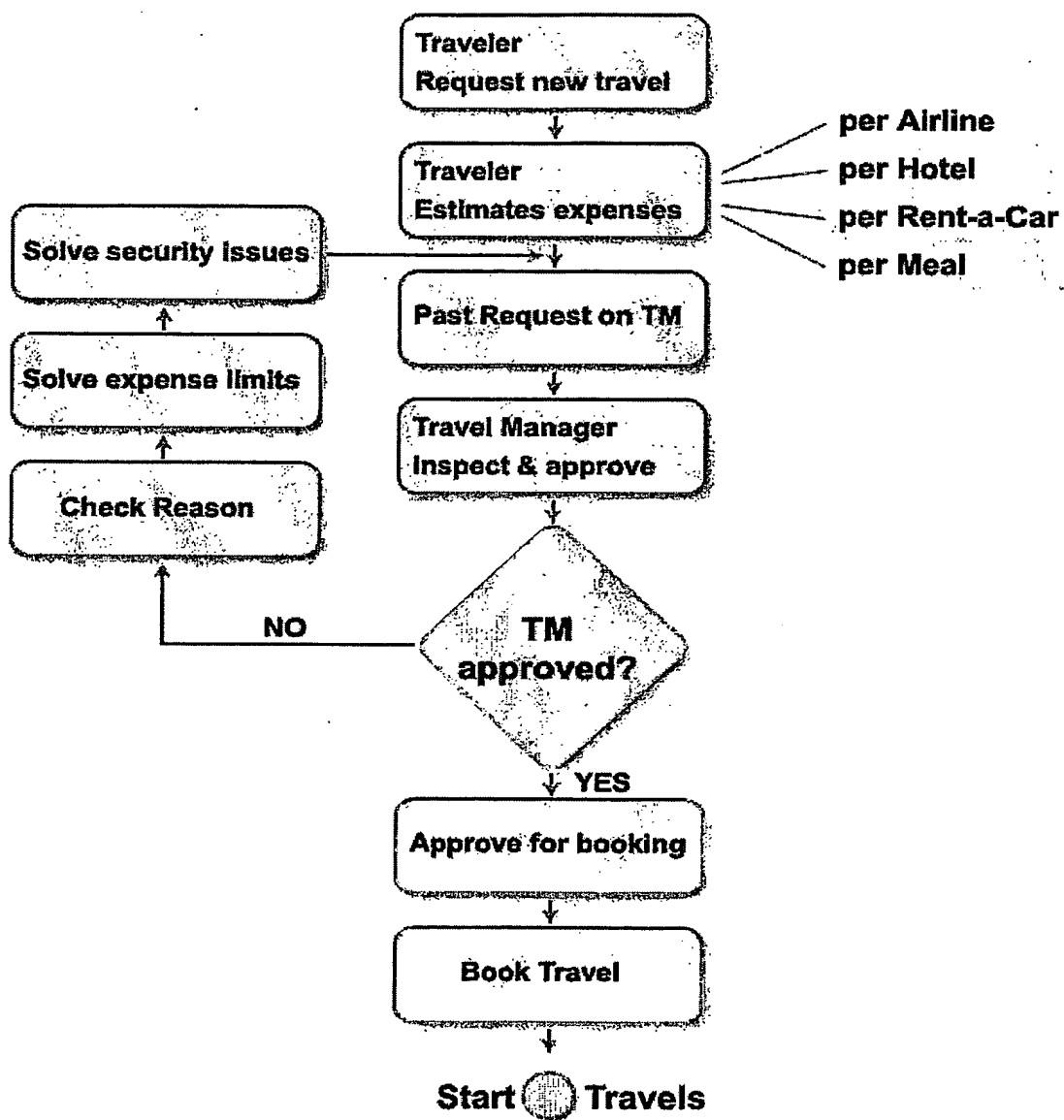
Figure 42**Pre Travel Process**

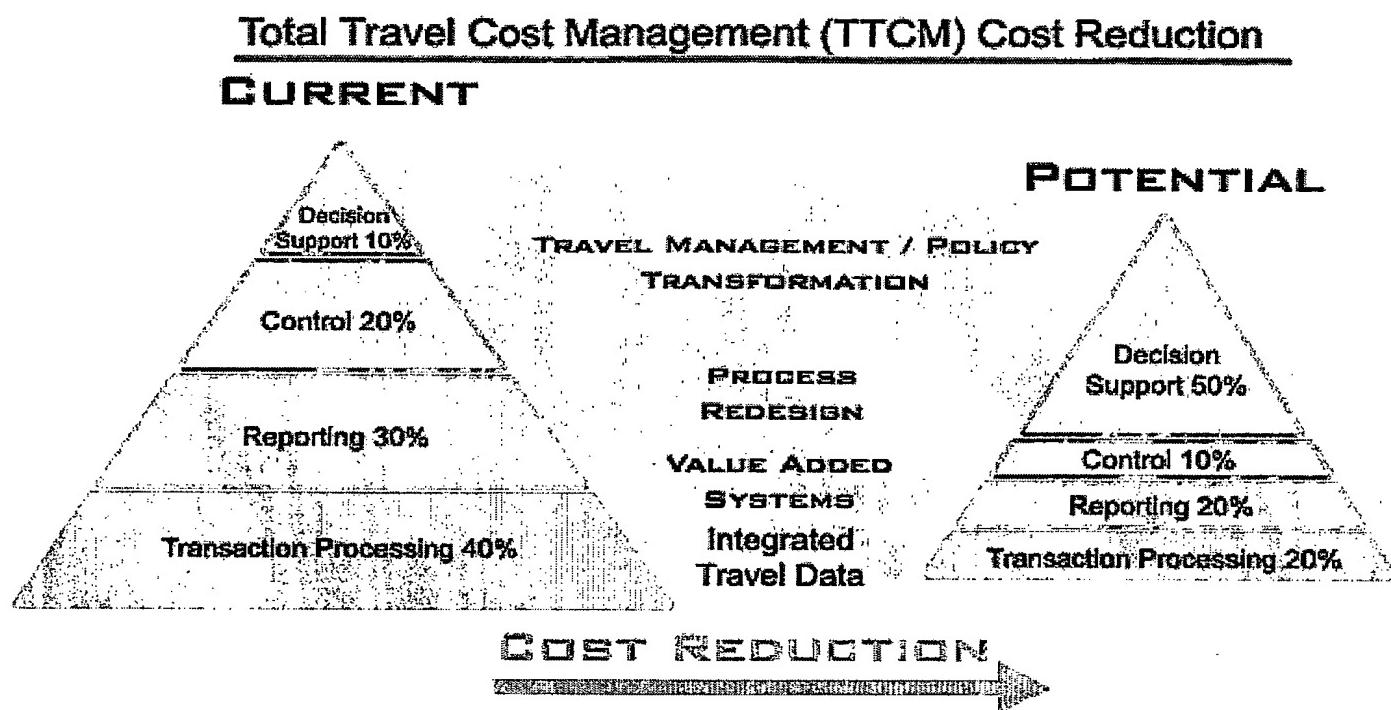
Figure 43

Figure 43**Web Based Portal Entry to the TravelMaster System**